Wildcat 17.0

User Guide

maxgaming queensland

Last Updated 15/04/2014

Table of Contents

1 INTRODUCTION TO WILDCAT 5

1.1 Networking Wildcat 5
1.2 Wildcat Help Desk 5
1.3 Bytecraft Help Desk 5

2 BASIC USER TOOLS & TIPS 6

2.1 Wizards 6
2.1.1 Run Wizard Again on Finishing 6

3 OPENING THE WILDCAT PROGRAM 7

4 SECURITY (USER ACCESS) 8

4.1 Create a User 8
4.2 Create a Group 9
4.3 Assigning Group Access/Privileges 9
4.3.1 Assigning Full Access 10
4.4 Deleting a User/Group 10
4.5 Identifying Users in a Group 11
4.6 Changing User Password 11

5 MANAGER 12

5.1 Floor Manager 12
5.1.1 Export EGM Meter Reads 12
5.2 Site Manager 13
5.3 Pool Manager 13
5.4 Floor View 13
5.4.1 Floor View Toolbar 13
5.4.2 EGM Description 14
5.4.3 EGM Information 14
5.4.4 Floor View Submenu 14
5.4.5 EZY Break 14
5.4.6 Identify Different Loyalty Units 15
5.4.7 Jackpot Pools 15
5.4.8 View Active Cards 15
5.4.9 Manual Hopper Refill Vouchers from Floor View 15
5.5 Hot View 16
5.5.1 Activating the Hot View 16
5.6 Monitor 17
5.6.1 Add a Graph 18
5.6.2 Delete a Graph 18
5.6.3 Timescale 18
5.6.4 Stop/Start Update 18
5.6.5 Graph Properties 18
5.7 History 18
5.7.1 History for Whole Venue 18
5.7.2 History for One or More Machines 19
5.8 Stop and Start Gaming Facility 19
5.9 Displaying Messages on EGMs 20
5.9.1 Idle Message 20
5.9.2 Cancel Credit Message 20
5.10 Configure 21

6 CASHIER 22

6.1 Levels of Cashier 22
6.1.1 Level 1 – Normal Cashier 22
6.1.2 Level 2 – Quick Cashier 22

6.1.3 Level 3 – Autoprint ... 22
6.2 Statewide Jackpot Wins (Money Train, Jackpot Carnival etc) ... 23
6.3 Rounding Up Voucher Payment Amount ... 23
6.4 Voucher Status ... 23
6.5 Cashier Tools and Options ... 23
6.5.1 Sound on Voucher Generation ... 23
6.5.2 Set Voucher Printer and Test Print ... 24
6.5.3 Enable Autoprint ... 24
6.6 Hand Pays (Voucher Creation) ... 24
6.7 Hopper Fill Voucher Creation ... 25
6.7.1 Floor View Hopper Fill Voucher ... 25
6.8 Managing Vouchers ... 26
6.9 Voucher Filter ... 26
6.10 Voucher Format ... 26
6.10.1 Hide Daily Progressive Total ... 26
6.10.2 Cash Amount Rounding ... 26
6.11 Issuing (printing) a Voucher ... 27
6.11.1 Reprinting a Voucher ... 27
6.11.2 Re-Printing a REDEEMED Voucher ... 27
6.11.3 Re-Printing a CANCELLED Voucher ... 27
6.12 Manual Vouchers ... 27
6.12.1 Requesting a Manual Voucher ... 28
6.13 Manually Redeeming a Voucher ... 28
6.14 Cancelling a Voucher ... 29
6.15 Refreshing the Cashier Screen ... 29
6.16 Finding a Voucher ... 29
6.17 Unclaimed Vouchers (F10) ... 29
6.18 Viewing Voucher Status ... 29
6.19 Voucher Reports ... 30
6.19.1 MyTicket (TiTo) Reports ... 30

7 ACCOUNTS – DATA ENTRY MODULE ... 31

7.1 Data Entry Screen ... 31
7.2 Select Day vs Select Date Range ... 31
7.3 Entering EGM User Data ... 32
7.4 Entering Data in the Data Entry Window ... 34
7.5 Hopper Weighs (Closing Hoppers) ... 35
7.5.1 Hopper Tare Weights ... 35
7.5.2 Zero Hoppers for Conversions/Retired EGMs ... 36
7.6 Correcting Data Entry Errors ... 36
7.7 Reprinting Data Entry ... 36
7.8 Entering Data for Retired/Converted EGMs ... 37
7.9 Reset Data Option ... 37
7.10 OLGR Reports and Accounting ... 38
7.10.1 Basic Cash Balancing ... 39
7.11 Bank Deposits ... 40
7.11.1 Banking Variances ... 41
7.12 Coin and Note Input ... 41
7.12.1 Creating an Input File Format ... 41
7.12.2 Import Process One – COMport Import ... 43
7.12.3 Process Two - Import from File ... 44
7.12.4 Errors When Importing Data ... 46

8 VENUE GAMING ACTIVITIES (CONVERSIONS/GAME CHANGES) ... 48

8.1 No Clearance for Conversions ... 48
8.1.1 Ongoing Data Entry for Conversions ... 48
8.2 To View End of Week/Month Reporting ... 48
8.3 Game or Denomination Conversions/RAM Clears (Clearances) ... 49
8.4 Replacements/ Interchanges ... 49

8.4.1 What is a Replacement? 49
8.4.2 What is an Interchange? 49
8.5 New Machines 49
8.6 Updating the Floor View 49

9 REPORTS 50

9.1 Moving Reports from Wildcat to Website 50
9.2 Accessing Wildcat Reports 50
9.3 Personalising Reports Folders 51
9.3.1 Moving Reports to Other Folders 51
9.3.2 Create A New Folder 51
9.3.3 Rename A Folder 51
9.3.4 Delete a Folder 51
9.3.5 Returning to Default Folders/Categories 51
9.4 Report Wizards 51
9.4.1 Date/Time Wizard 52
9.4.2 All or Specify Wizard 52
9.4.3 Selecting A Specific Machine 52
9.5 Report Options 52
9.5.1 Batch Auto 53
9.5.2 Run 53
9.5.3 Auto Run 53
9.5.4 Re Run 53
9.6 Sort and Filter Function in Reports 53
9.6.1 Sorting 53
9.6.2 Filtering 54
9.7 Printing Options 55
9.7.1 Batch Printing 55
9.7.2 Print 55
9.7.3 Print Preview 55
9.7.4 Auto Print 55
9.7.5 Page Setup 56
9.8 Exporting Reports 56
9.9 Common Reports to Generate on Venue 57
9.9.1 Revenue Audit Detail 57
9.9.2 EGM Cash Clearance – Coins and Notes 58
9.9.3 Hopper Variance 59
9.9.4 Hourly Meters report 60
9.9.5 EGM Meters Log - Simple 61
9.9.6 Performance Report – Detail 62
9.9.7 Metered Win Reconciliation 63
9.9.8 EGM Event Report 64
9.9.9 Cash Audit 65
9.9.10 EGM Float Balance Report 66
9.9.11 Gaming Cheques Reports 66
9.10 Jackpot Reports (For Venues with Jackpot Links) 67
9.10.1 Jackpot Hit Detail – External Pools 67
9.10.2 Jackpot Hit Detail – Internal Pools 67
9.10.3 Jackpot Hit Summary 67
9.10.4 Jackpot Link Status – External Pools 67
9.10.5 Jackpot Link Status – Internal Pools 67
9.10.6 Jackpot Performance – External 67
9.10.7 Jackpot Performance – Internal 67
9.10.8 Progressive Activity Report Detail or Summary 67
9.10.9 Jackpot Progressive Reserve 67
9.10.10 Jackpot Performance Detail 67
9.10.11 Jackpot Progressive Reserve – Internal Pools 68
9.11 MaxBonus Reports 68
9.12 MyCash Reports 68

9.13 MyTicket (TiTo) Reports 68

10 REGULATORY REPORTS (OLGR APPROVED) 69

10.1.1 Form 40 - Cash Clearance Report 69
10.1.2 Form 41 – Gaming Machine Performance Record 69
10.1.3 Form 42 - Monthly Gaming Reconciliation Report 69
10.1.4 Form 41 Hotlink from Form 42 70
10.1.5 Form 58 – Register of Gaming Machines – Licensee 70
10.1.6 Form 61 - Monthly Variances Record 70

11 GLOSSARY OF MANUAL TERMS 72

1 Introduction to Wildcat

The Wildcat program has been designed to assist Maxgaming venues with their gaming reporting and analysis requirements. All the information collated in Wildcat is taken from the venue based Site Controller. The site controller connects back to the Licenced Monitoring Operator (LMO) via a variety of methods – each chosen to ascertain the fastest and most reliable connection to communicate with the EGMs.

1.1 Networking Wildcat

Wildcat can be loaded onto any computer on a gaming venue's network. Before contacting Maxgaming please ensure you discuss requirements with your nominated I.T specialist. If you wish to network Wildcat, please contact your Maxgaming Account Manager.

1.2 Wildcat Help Desk

For any questions regarding your monitoring system, please do not hesitate to call:

THE MAXGAMING WILDCAT HELP DESK
24 hours a day

1800 700 116

1.3 Bytecraft Help Desk

All machine faults and issues are to be logged with the Bytecraft Help Desk:

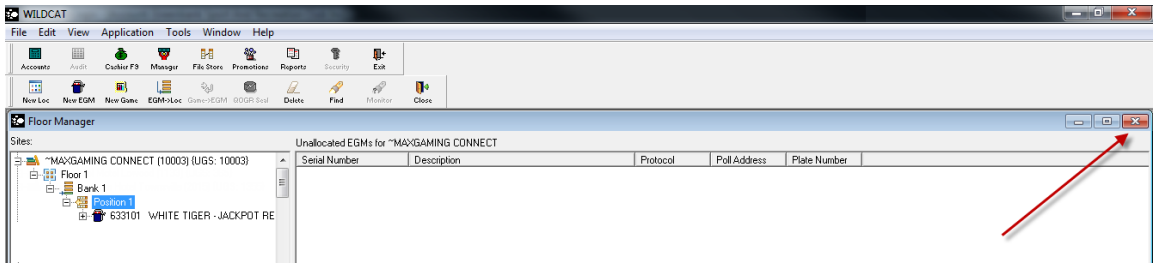
Bytecraft Help Desk
1800 021 814

2 Basic User Tools & Tips

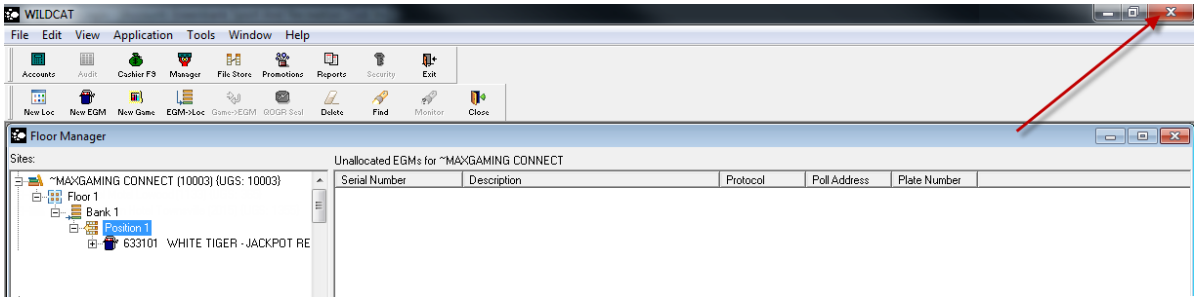
Where a specific selection can be made in reports etc the Wildcat system will always default to 'ALL' unless otherwise specified.

To move around the dialogue boxes use the mouse and cursor.

Clicking on the X box on the top right hand corner of the window will close that window.



Clicking on the X in the top right hand corner of the screen will exit the Wildcat Program.



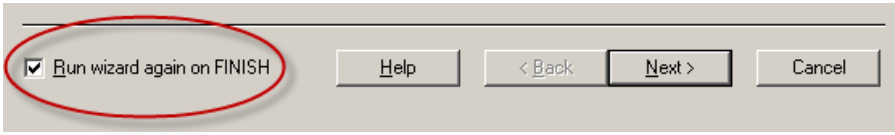
2.1 Wizards

When requesting a particular report or completing data entry Wildcat will ask for information using a 'wizard' function. When completing a wizard:

- Read each screen carefully;
- To go back to the previous dialogue box, single click on the **BACK** button;
- To go to the next dialog box, single click on the **NEXT** button;
- To complete the process, single click on the **FINISH** button;
- To abort the wizard, single click on the **CANCEL** button.

2.1.1 Run Wizard Again on Finishing

There is a 'RUN WIZARD AGAIN' feature in this program. This is a time saving device when having to input information repeatedly. If the RUN WIZARD AGAIN box is ticked, the wizard will reappear each time you click the FINISH button. If you don't require the wizard, click CANCEL to return to the original screen.



To turn this function off, single click on the Run Wizard Again box; the tick will disappear.

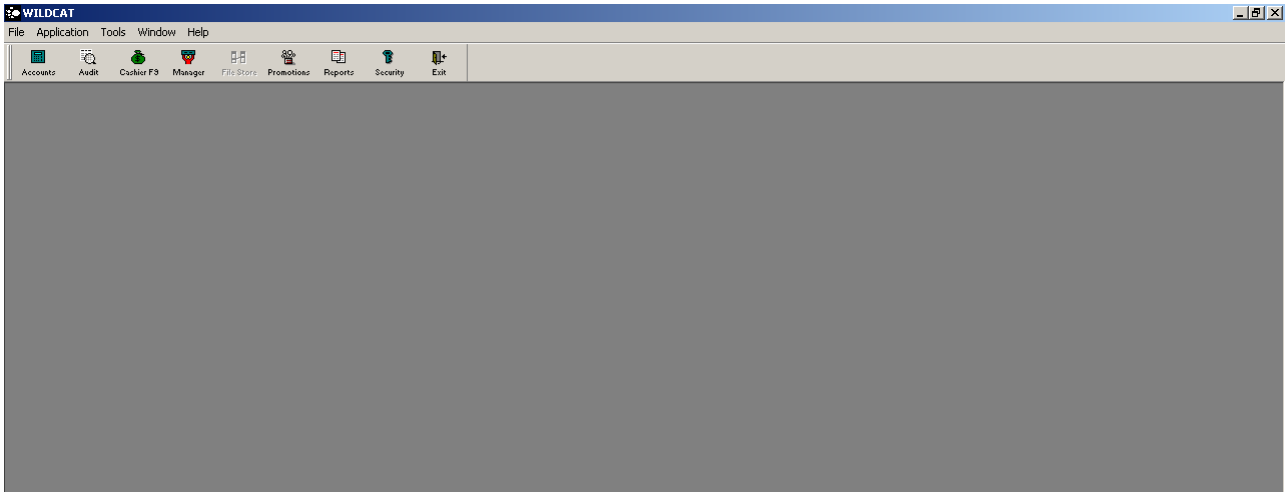
3 Opening the Wildcat Program

To gain access to the program you must have a User ID and Password (please see the chapter on SECURITY to create a password and user id).

On your computer screen (desktop) there will be a Wildcat icon (the pawprint). Double click on the Wildcat icon.

The Logon screen will appear:

1. Enter your User ID in the field indicated – **Please note** that the last user logged on will appear. Change the User Name as required before going to the next step.
2. Press TAB or use the mouse to click at PASSWORD.
3. Enter your Password (password is NOT case sensitive).
4. Single click on OK or press Enter.
5. The Wildcat Program has now been accessed (as shown below).



To close the Wildcat program, single click on the EXIT icon at the top right of the application toolbar or single click the X in the top right hand corner of the screen.

4 Security (User Access)

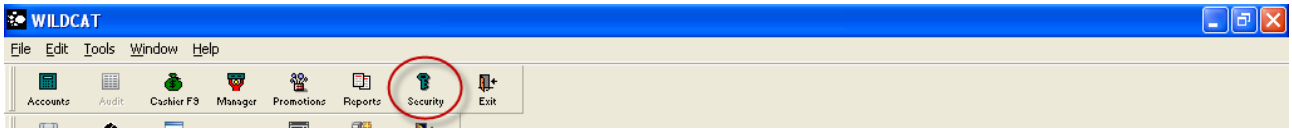
Access to the Wildcat program and it's available modules can be restricted to particular USERS – the access afforded to any USER is strictly related to the permissions/priveleges of the GROUP to which they belong.

A User cannot access a section that they do not have privileges for. When a User logs on, the sections not accessible to them will be unavailable on the toolbar (greyed-out).

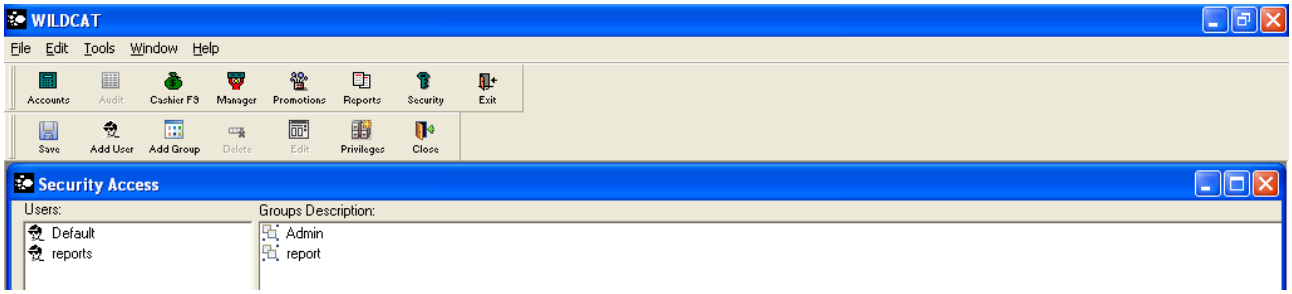
If a User is in a Group, access will be given for the section enabled for the Group.

Users: Individuals that have access to Wildcat.
Groups: Groups of Users with the same access.

Single click on Security icon on the toolbar and the Security Access screen will display.



The screen is divided into two sections: Users and Groups.



4.1 Create a User

A user can be a single person or a number of people who are given the same User Id. At the top left of the screen click on ADD USER:

1. Enter User ID, Full name (this is the display name) and a password for this user (passwords are NOT case sensitive).
2. Single click on the OK button.
3. Click on the Save icon on the toolbar.

The User will be added to the corresponding list.

NOTE: There cannot be any duplicate ID's for any groups or users.

4.2 Create a Group

Creating a Group is how access is given to users. A user MUST be part of a group to have access to Wildcat.

At the top left of the screen click on ADD GROUP

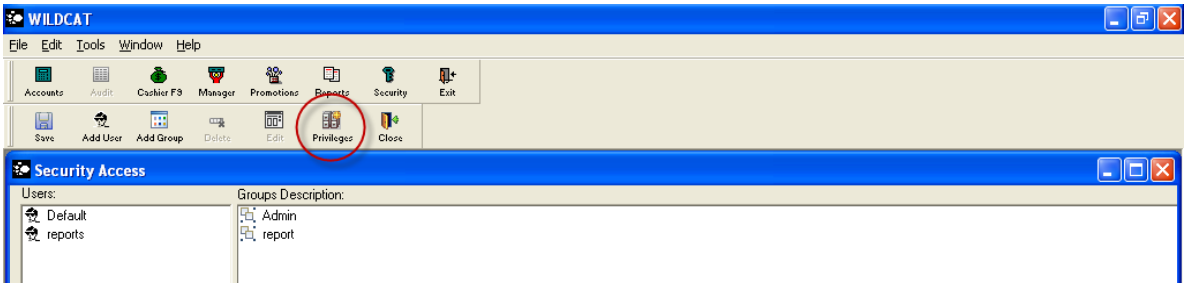
1. Type the name of the group in both the ACCESS field and GROUP DESC field.
2. Click on the OK button.
3. Click on the Save icon on the toolbar. The Group will be added to the corresponding list.
4. Drag and drop any users for this group from the USER screen onto the group description in the GROUP screen (release the user when the group is highlighted in blue).
5. Click SAVE to save changes.

NOTE: There cannot be any duplicate ID's for any groups or users.

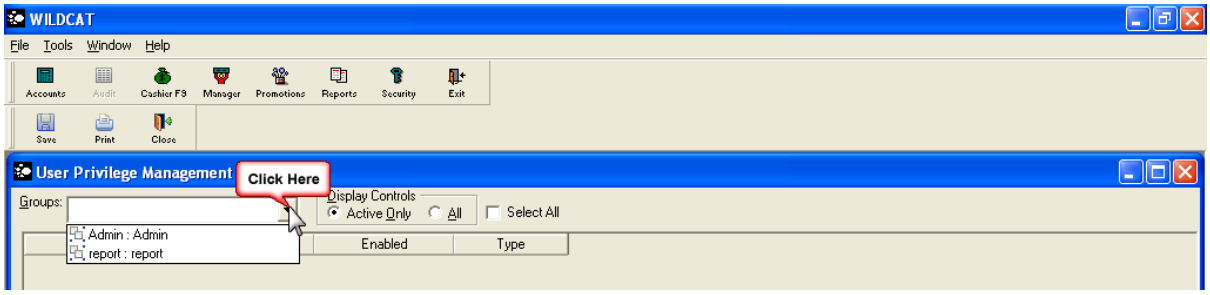
4.3 Assigning Group Access/Privileges

Setting group privileges allows access to the different Sections of Wildcat (i.e. Accounts, Manager etc) and to certain reports.

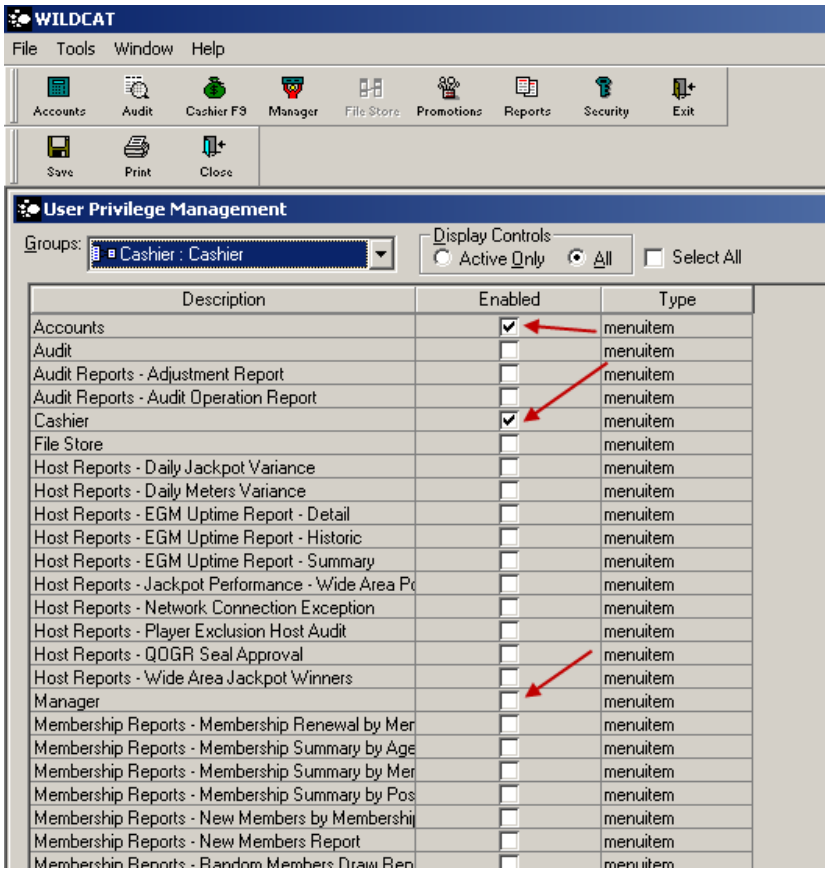
In Security, click on PRIVILEGES.



This will open the User Privilege Management screen. In the drop down box, choose the group to assign privileges:



The following screen will appear. To allow access to the option, single click on the enabled box, next to Description. A tick will display, indicating the privilege has been enabled.


WILDCAT
File Tools Window Help
Accounts Audit Cashier F9 Manager File Store Promotions Reports Security Exit
Save Print Close
User Privilege Management
Groups: Cashier : Cashier
Display Controls
Active Only All
Select All
Description Enabled Type
Accounts menuitem
Audit menuitem
Audit Reports - Adjustment Report menuitem
Audit Reports - Audit Operation Report menuitem
Cashier menuitem
File Store menuitem
Host Reports - Daily Jackpot Variance menuitem
Host Reports - Daily Meters Variance menuitem
Host Reports - EGM Uptime Report - Detail menuitem
Host Reports - EGM Uptime Report - Historic menuitem
Host Reports - EGM Uptime Report - Summary menuitem
Host Reports - Jackpot Performance - Wide Area Pc menuitem
Host Reports - Network Connection Exception menuitem
Host Reports - Player Exclusion Host Audit menuitem
Host Reports - QOGR Seal Approval menuitem
Host Reports - Wide Area Jackpot Winners menuitem
Manager menuitem
Membership Reports - Membership Renewal by Mer menuitem
Membership Reports - Membership Summary by Age menuitem
Membership Reports - Membership Summary by Mer menuitem
Membership Reports - Membership Summary by Pos menuitem
Membership Reports - New Members by Membershi menuitem
Membership Reports - New Members Report menuitem

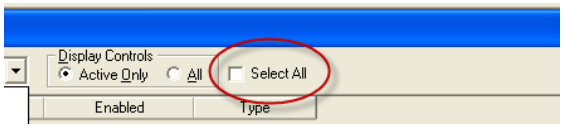
Single click on Save icon at the top left of the toolbar and the privileges are now set.

NOTE: The Display Control box, next to the Users box, will allow you to hide Descriptions that are not enabled. To do this, single click on Active Only. To view All Descriptions available, single click on ALL.

4.3.1 Assigning Full Access

If the group is afforded full access to the Wildcat program all buttons would need to be ticked. This can be done by clicking inside each box, from the top of the screen to the bottom.

A more efficient method is to tick the 'SELECT ALL' box at the top right of the screen:



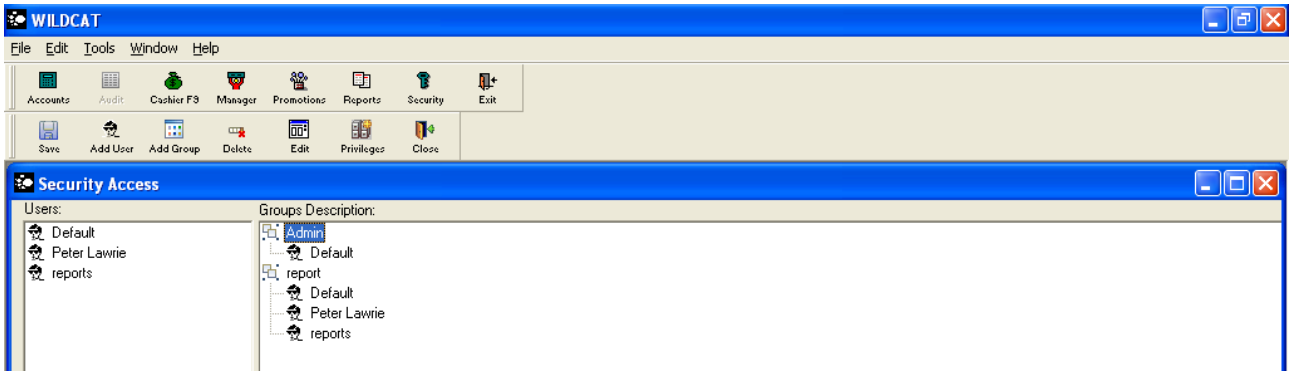
Once this is done, single click on Save icon at the top left of the toolbar and full privileges are now set.

4.4 Deleting a User/Group

1. Click on Security icon on the toolbar.
2. Click on the User/Group to highlight the group and click on the Delete icon on the toolbar.
3. Another option is to right click on the User or Group and choose Delete.
4. Click on the OK button and a confirmation dialogue box will display.
5. Single click on OK to confirm deletion and the User or Group selected will be deleted.

4.5 Identifying Users in a Group

Single click on Security icon on the toolbar and the Security Access screen will display. The screen is divided into two sections: Users and Groups. Double click on the Group Description you wish to view. The users attached to the group will display.



Alternatively, if you click on the users at the left of the screen it will display the group attached to the user.

4.6 Changing User Password

There is no function in Wildcat to change a user's password. You must delete the user from any groups and recreate the same user but with the different password (see Deleting Users/Groups).

If an employee is not longer allowed certain access or is no longer employed at your venue you should delete the user from the group.

5 Manager

Single click on Manager icon on the toolbar and the Manager menu will display.

5.1 Floor Manager

This is where Maxgaming creates and maintains your gaming machines. As this module is used only by Maxgaming technical support, it will not be outlined in the manual.

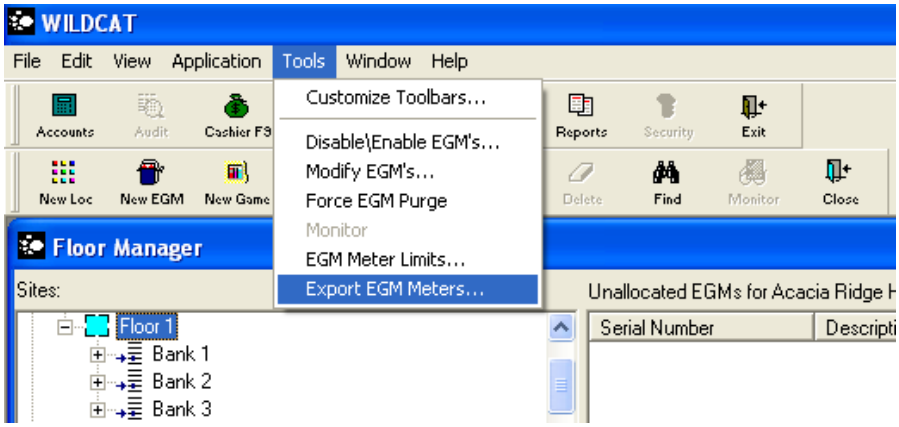
5.1.1 Export EGM Meter Reads

Export EGM Meters is used to generate a meter file and save to a disk and to be taken to a third party account program (like Pulse or King Street, SystemOne etc).

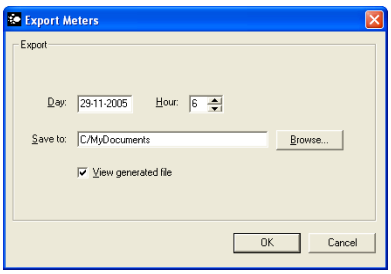
The file generated is a basic text file that can be opened using Notepad, Wordpad, Excel etc.

To generate a meter file:

1. Open MANAGER
2. Open FLOOR MANAGER
3. Click on TOOLS
4. Click on EXPORT EGM METERS:



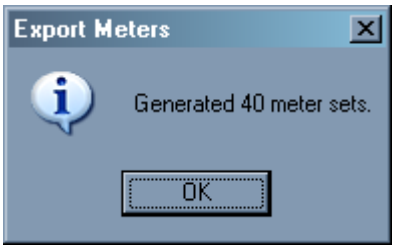
The user is asked to select a date and time the snapshot is required and where the file is to be saved.



Please Note: the time of the selected meter read is important. If the venue was closed for interchanges or conversions at 7pm, the meter read selected should be AS CLOSE AS POSSIBLE to the 7pm mark. Too late and the file may be incorrect or have the new machines included.

The example shown above will export the meter reads as at 6am on the 29th November 2005. This is the recommended date and time for day of trade reads (for balancing accounting reports). This will give the user the very last main read before trade on the 29th.

To view the file once it generates, place a tick in the VIEW GENERATED FILE box and click OK.



The program will notify you of how many meter reads it has generated (40 sets for 40 EGMs). If you don't receive the correct amount of meter reads, please contact the Maxgaming Wildcat Help Desk on 1800 700 116.

Click OK and if selected, the meter reads will display.

5.2 Site Manager

Site Manager is used by Maxgaming to create components that will run as part of the Site Controller. This is where Maxgaming will restart components for a fast fix and recreate components for a serious issue. As all this is completed by Maxgaming technical support, this module will not be outlined in the manual.

5.3 Pool Manager

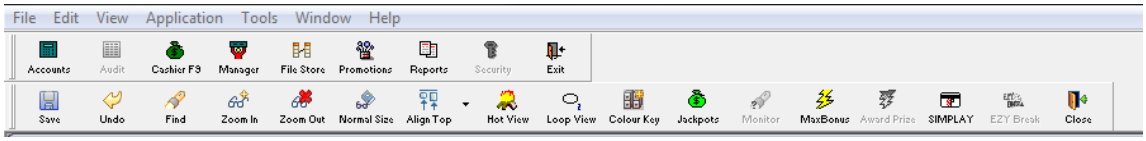
This module is used to configure jackpots at your venue. As this is primarily a Maxgaming technical function, this module will not be outlined in this manual.

5.4 Floor View

Floor View enables to user to view the entire gaming floor and the status of each machine. The properties and events of each machine can be viewed with a right click of the mouse button. On the Floor Plan, the EGM's will appear in their installed positions and the position number will appear on the boxes.

5.4.1 Floor View Toolbar

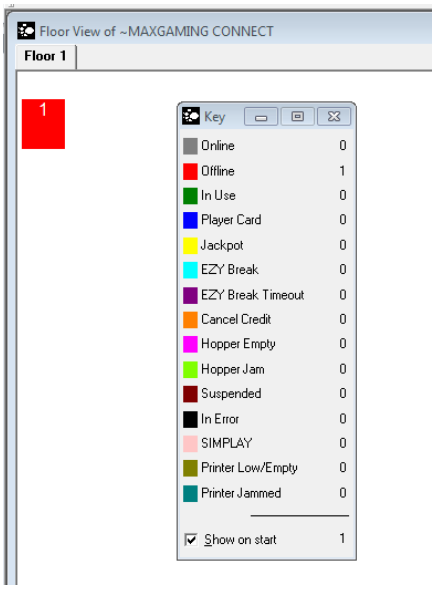
The following is more information on what is available on the Floor View toolbar. If the icon appears in the toolbar but is not explained below, please refer to the specific section further on in the manual.



Save	Saves any changes made to the floor view layout.
Undo	Undo the most recent change to the floor view layout.
Find	Click FIND to locate a particular machine. Double click on the required machine in the list and Wildcat will make the machine flash in the floor view.
Zoom In	To enlarge the size of the floor plan.
Zoom Out	To decrease the size of the floor plan.
Normal Size	To return the floor plan to the default setting.
Align Top	This tool enables the layout to be straightened and lined up for a neater look
Hot View	A tool that will colour code each machine based on Turnover. Refer to the Hot View section for more information
Loop View	A tool that will colour code each ma;chine based on the loop to which it belongs. This can be useful for technicians when trying to isoloate a loop issue.

Colour Key

The colour key displays different activity on the gaming floor and will update in real time. As the EGM status changes, so will the colours on the floor view:



5.4.2 EGM Description

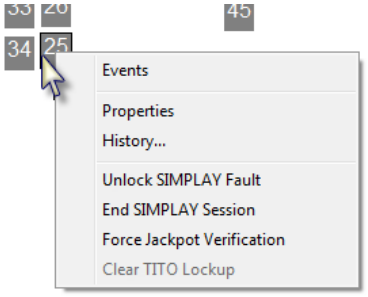
Hover the cursor above the square required. Floor/Bank/Position number and Game Name of the EGM will appear.

5.4.3 EGM Information

A double click on required EGM will display the EGM Information dialogue box. This will show the device, game meters and jackpot pools with the EGM meters updating in REAL TIME. If a patron card is inserted clicking the CASH/CARD tab will display the name of the patron playing the EGM.

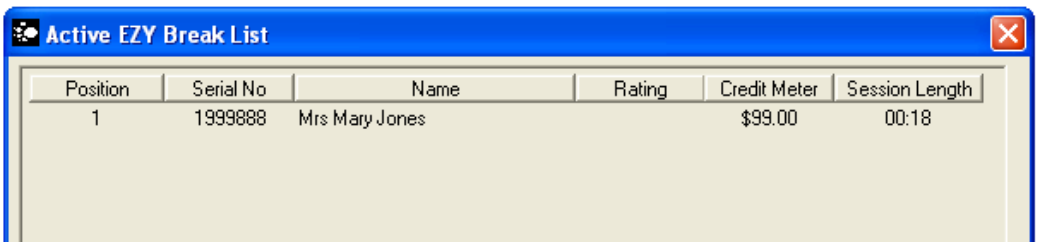
5.4.4 Floor View Submenu

Right click on any EGM to display the submenu. From this menu you can find EGM properties, print a Manual Hopper Refill voucher, see the performance history and close MyCash Sessions and Clear Tito Lockups.



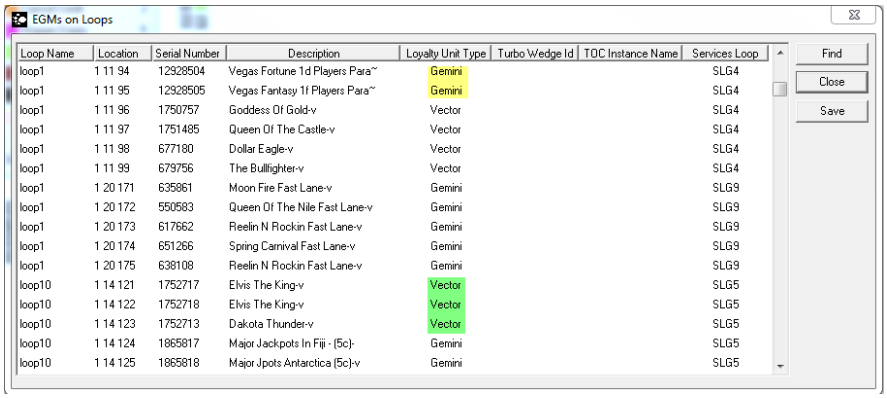
5.4.5 EZY Break

A left click on EZY Break in the toolbar will show all EGM's in EZY Break mode. This will show the Patron's name, amount on the credit meter and the length of time the EGM has been locked up on EZY Break. Venues are reminded that machines may only be reserved for up to 3 minutes.



5.4.6 Identify Different Loyalty Units

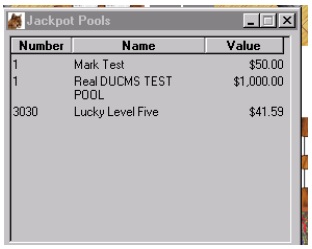
This tool is to quickly locate and identify the different loyalty units attached to EGMs (for technical support). At the top of the screen click on Find (the torch icon). The popup screen will display a list of EGMs with the Loyalty Unit type:



Loop Name	Location	Serial Number	Description	Loyalty Unit Type	Turbo Wedge Id	TOC Instance Name	Services Loop
loop1	1 11 94	12928504	Vegas Fortune 1d Players Para~	Gemini			SLG4
loop1	1 11 95	12928505	Vegas Fantasy 1f Players Para~	Gemini			SLG4
loop1	1 11 96	1750757	Goddess Of Gold-v	Vector			SLG4
loop1	1 11 97	1751485	Queen Of The Castle-v	Vector			SLG4
loop1	1 11 98	677180	Dollar Eagle-v	Vector			SLG4
loop1	1 11 99	679756	The Bullfighter-v	Vector			SLG4
loop1	1 20 171	635861	Moon Fire Fast Lane-v	Gemini			SLG9
loop1	1 20 172	550583	Queen Of The Nile Fast Lane-v	Gemini			SLG9
loop1	1 20 173	617662	Reelin N Rockin Fast Lane-v	Gemini			SLG9
loop1	1 20 174	651266	Spring Carnival Fast Lane-v	Gemini			SLG9
loop1	1 20 175	638108	Reelin N Rockin Fast Lane-v	Gemini			SLG9
loop10	1 14 121	1752717	Elvis The King-v	Vector			SLG5
loop10	1 14 122	1752718	Elvis The King-v	Vector			SLG5
loop10	1 14 123	1752713	Dakota Thunder-v	Vector			SLG5
loop10	1 14 124	1865817	Major Jackpots In Fiji - (5c)-	Gemini			SLG5
loop10	1 14 125	1865818	Major Jpots Antarctica (5c)-v	Gemini			SLG5

5.4.7 Jackpot Pools

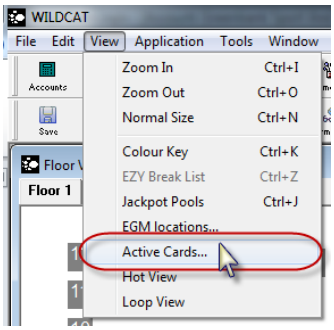
Click on Jackpots and the jackpots installed at the Venue and the current values of these Jackpots will be displayed.



Number	Name	Value
1	Mark Test	$50.00
1	Real DUCMS TEST POOL	$1,000.00
3030	Lucky Level Five	$41.59

5.4.8 View Active Cards

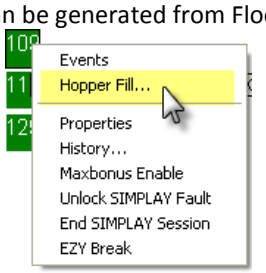
Within Floor View there is a feature under the heading VIEW labelled Active Cards. This displays patron cards that are currently placed in EGMs at your venue. This tool is useful for locating a lost card on the gaming floor or for finding a particular patron. At the top of the screen click VIEW then ACTIVE CARDS:



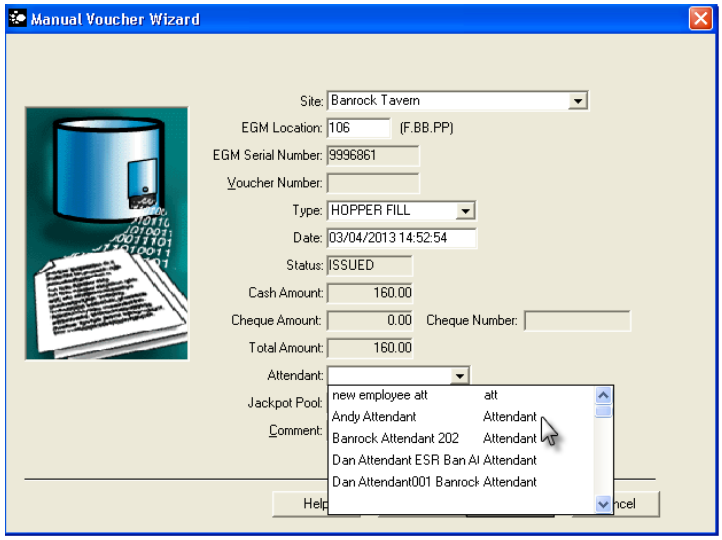
Double click on a patron's name and the program will then go back to the Floor View screen. The machine the patron is playing will be flashing. The floor view will also show which EGMs have cards inserted by showing the EGM box as a blue colour.

5.4.9 Manual Hopper Refill Vouchers from Floor View

When required, manual Hopper Fill vouchers can be generated from Floor View.



Right click on the machine requiring the refill. The voucher wizard will automatically complete the necessary fields as per normal manual voucher procedures.



If required choose the appropriate Attendant name from the drop down list (it may be a 'generic' name for all staff). The COMMENT FIELD will need to be completed by the staff member requesting the manual voucher. Click FINISH and OK. The voucher will print.

The voucher must then be REDEEMED (press ENTER twice at the prompts).

5.5 Hot View

The Hot View function can assist with the analysis of a gaming room by colour coding each machine based on turnover (Wildcat automatically selects the rating gradient based on average EGM turnover and minimum and maximum turnover for the EGMs).

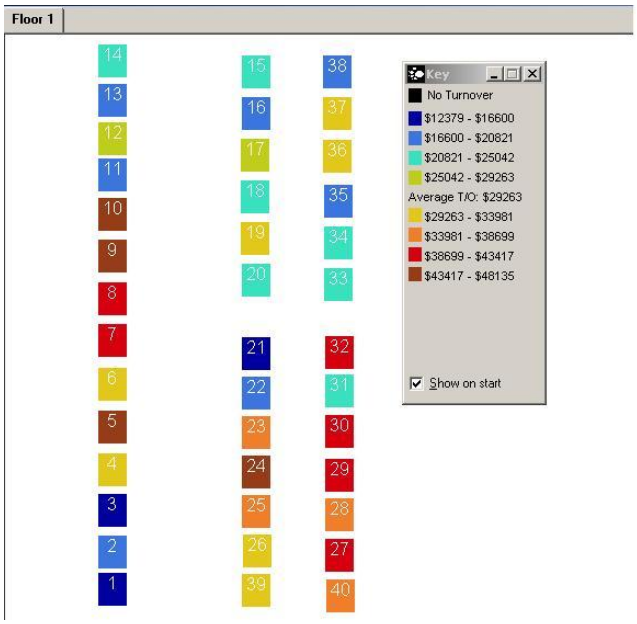
In this regard, the user can identify 'hot' or 'cold' areas on the gaming floor and use this information when considering changes to the room.

- ✓ Hot View will report on the total turnover figures for the period defined (if an EGM is black it indicates that the EGM was not operational at the venue for the period stated).
- ✓ Holding your mouse over an EGM will give the turnover figure for the time period configured by the user (along with the EGM description and venue ranking).
- ✓ Hot View will create a separate active screen over the existing floor view. Activating the Hot View hides the floor view screen until the user deactivates the Hot View function.

5.5.1 Activating the Hot View

1. Open Floor View as per normal.
2. Right click somewhere in the white space on the floor view (not on a machine).
3. Select Properties and click the EGM Turnover tab.
4. Complete the tab with the criteria required for this view
5. Click OK
6. Activate the Hot View by clicking on the 'Hot View' icon in the toolbar.

In the example shown below, the colour key can be used to identify areas of the gaming room that show low/high turnover.



When using this tool it must be remebered that it DOES NOT take into account machines that have been converted, removed, added or moved during the requested date range.

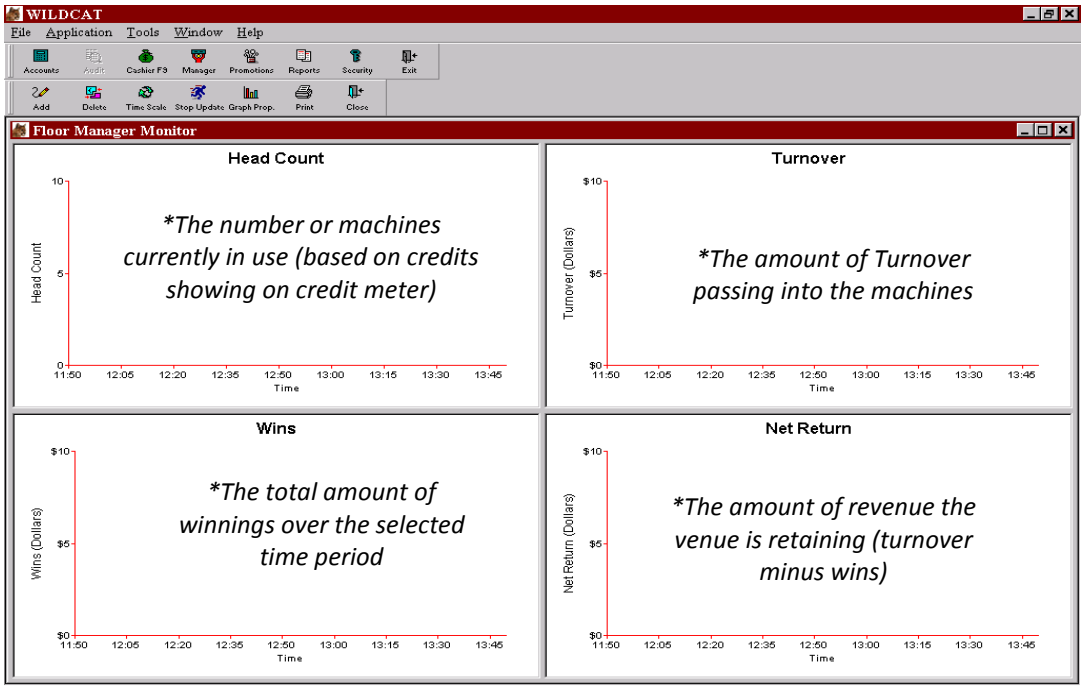
5.6 Monitor

This facility retains information from Midnight to Midnight of the current day ONLY. There is no historical data retained outside these parameters.

The Start and End times will default to a two hour period prior to the current time.
(If the End Time is the current time, the graphs will update every five minutes)

1. Click on Manager icon on the toolbar.
2. Click on the Floor Manager on the Manager Map.
3. Click on the Monitor icon on the toolbar.

Four graphs will appear:


WILDCAT
File Application Tools Window Help
Floor Manager Monitor
Head Count
*The number or machines currently in use (based on credits showing on credit meter)
Turnover
*The amount of Turnover passing into the machines
Wins
*The total amount of winnings over the selected time period
Net Return
*The amount of revenue the venue is retaining (turnover minus wins)
Time

The graphs represent the amount of Turnover, Wins and Net Return generated for the whole site in the previous 5 minutes. Headcount is the number of machines being played at the 5 minute marker.

5.6.1 Add a Graph

With this function you can customize the graphing criteria (i.e. separate jackpot machines from normal) and allows a graph to be of the whole venue, or to be narrowed down to a floor, bank or position.

5.6.2 Delete a Graph

In this function you can delete graphs. By clicking on the drop down box, the screen will show all graphs able to be deleted. Select the graph to be deleted and click on OK.

5.6.3 Timescale

In this function you can choose the timescale for the graphs. Please note that the Start and End times will default to a two hour period prior to the current time.

5.6.4 Stop/Start Update

By clicking on this button, the graphs will update with new information in real time, or will stop updating altogether.

5.6.5 Graph Properties

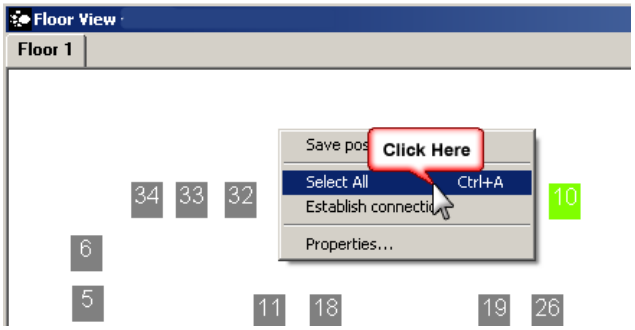
This function enables the user to change colours and lines to personalise the graphs.

5.7 History

Whereas Monitor is a short term graphing option, HISTORY can generate graphs based on the metered information held in Wildcat. History can be generated for one or multiple machines or the whole venue can be included.

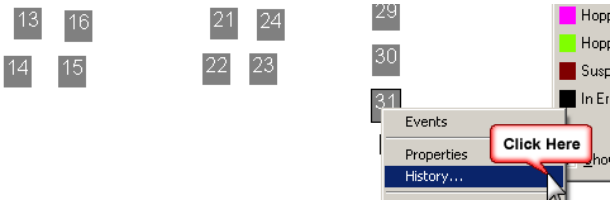
5.7.1 History for Whole Venue

In the Floor View Screen, right click anywhere (but not on a coloured box) and a menu will appear. Choose SELECT ALL.



This will put a thin black border around all the machines (represented by the coloured boxes). This black border indicates the machines have been selected.

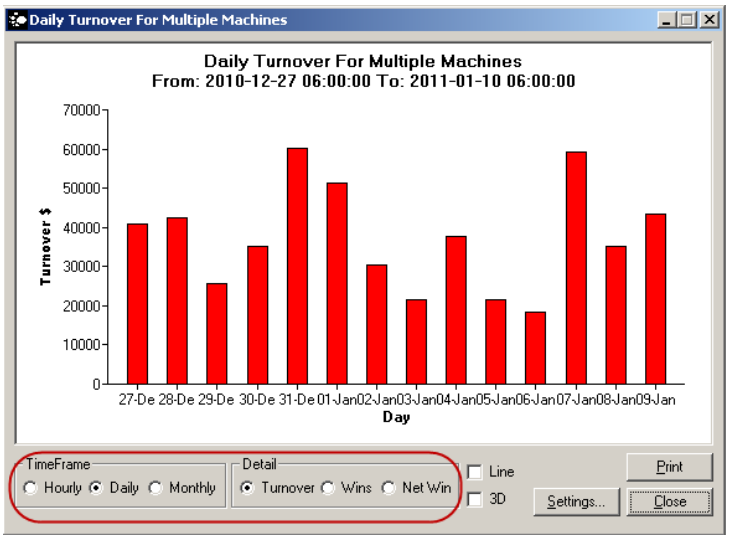
Right click on any machine and choose HISTORY.



Based on your selections the History Graphs will display. Graphs can be selected based on Daily, Weekly or Monthly Turnover, Wins or Net Return.

Adjust the graph result using the radio buttons at the base of the graphs. Change the default bar graph to a line graph by placing a tick in the appropriate box.

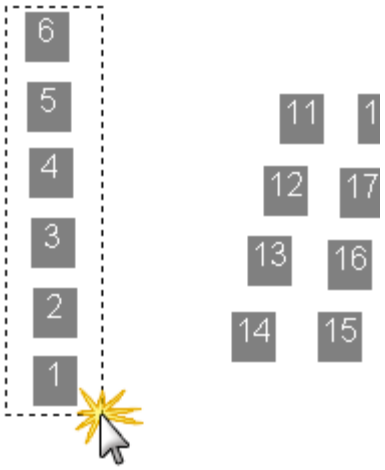
The picture below is showing a graph for the whole venue based on daily turnover.



This graph is showing the last 14 days of trade. To adjust this timeline, click SETTINGS and amend accordingly.

5.7.2 History for One or More Machines

To select one or more machines hold down the CTRL key on the keyboard and use the mouse to click each required machine. Alternativley, to select a group of machines hold down the mouse at the top of the group and 'drag' the mouse to 'lasoo' the group of machines:



This will select all the machines inside the dotted line. You can then right click and choose HISTORY to display the graph results for just the selected machines.

5.8 Stop and Start Gaming Facility

Where needed, Wildcat allows each venue to disable and enable the entire floor through Floor View. This is a useful tool to encourage customers to collect their credits when closing your venue earlier than nornal operating hours or it can also be used by RSL Clubs to stop gaming during the playing of the Ode. Using the function is also an easy way to guarantee an updated meter read for the whole venue (e.g for when doing a cash clearance).

Please note that if a machine is in a free game feature, and the STOP GAMING command is given, the free games will complete before the machine disables.

Open Floor View and select TOOLS, and then choose Stop or Start Gaming.

You will then have a choice of message to be displayed on the monitor of the poker machine (to alert the customer of the STOP GAMING command.

Select the appropriate message and select OK. Please Note: if you accidentally activate the STOP GAMING facility and shut down the venue, repeat the procedure but choose START GAMING and the EGMs will start operating.

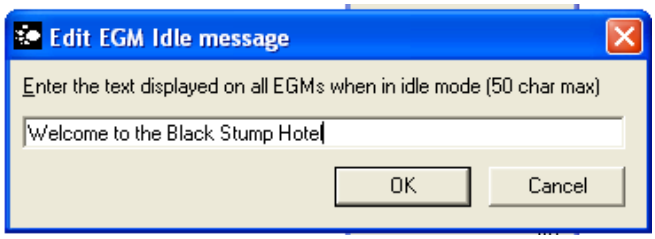
If STOP GAMING is selected at the end of trade, Wildcat will automatically start gaming on the next business day.

5.9 Displaying Messages on EGMs

With the advances in EGM technology it is now possible to display certain messages on the EGM main screen.

5.9.1 Idle Message

All machines can display messages on their monitors when in Idle Mode (not being played). One message can be created and will scroll, flash or display on every machine (style of display is dependant on manufacturer).


Edit EGM Idle message
Enter the text displayed on all EGMs when in idle mode (50 char max)
Welcome to the Black Stump Hotel
OK
Cancel

From Floor View select EDIT, then IDLE MESSAGE. Enter the message to be displayed and press OK.

This message will be sent and displayed on all EGMs.

5.9.2 Cancel Credit Message

When a patron presses collect an automated message can be displayed on the EGM screen.

This can only be configured by contacting the Maxgaming Help Desk. The wording of the message is determined by the venue (maximum 40 characters) and the position of the message on the screen is manufacturer specific.

This message can also be configured to appear on Loyalty Card Units. For more information please contact the Maxgaming Help Desk.

5.10 Configure

The functionality of Configure is to display details pertaining to each venue and the Maxgaming monitoring system. In most cases, information found in this function has been given to Maxgaming administrative staff by an authorised member of the venue or by the appropriate Maxgaming Account Manager. Only an employee of Maxgaming can make any amendments to this area.

Configure is a solely viewable resource. Nothing can be deleted or changed at venue level.

6 Cashier

The Cashier application automates and maintains the production of vouchers for all EGM transactions including Ticket in Ticket out (TiTo) functionality.

It has the ability to:

- ✓ Issue Cancel Credits Payments, Hopper Refill vouchers, Jackpot vouchers.
- ✓ Provide a rounding up facility to ensure patrons are paid valid amounts
- ✓ Check ticket status (e.g. issued, pending, redeemed),
- ✓ Print Manual Vouchers
- ✓ Re-issue tickets if the first issue encountered a problem,
- ✓ Cancel tickets
- ✓ Redeem a ticket, when a patron presents a valid ticket.
- ✓ Mark tickets as 'unclaimed'

**Please note that the Cashier function replaces your existing payout book (voucher system) – staff still need to cancel credits from machines via attendant keys (or cards) and record refills on the machine whilst filling the hopper with the required amount of coins.

6.1 Levels of Cashier

With many gaming venues requiring varied degrees of cashier security, there are three levels of cashier from which to choose. It is possible to switch between levels at any time of the day without affecting the software or venue operation.

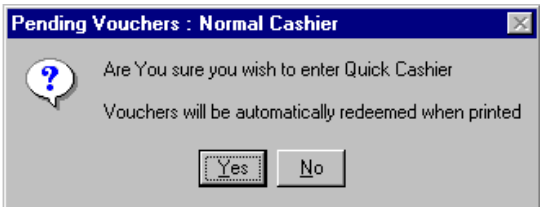
PLEASE NOTE: Voucher Status must be taken into account when interpreting the following points.

6.1.1 Level 1 – Normal Cashier

As soon as the customer presses collect (or the event is identified in the system), Cashier will show the voucher on the computer screen as Pending (see PENDING status). Staff will have to PRINT the voucher (see ISSUED status) and then manually REDEEM (see REDEEMED status) if procedures require this.

6.1.2 Level 2 – Quick Cashier

As soon as the customer presses collect (or the event is identified in the system,) Cashier will show the voucher on the computer screen as Pending (see PENDING status). Staff will still have to PRINT the voucher and in doing this the voucher will be AUTOMATICALLY REDEEMED. In Quick Cashier all vouchers will go straight from PENDING TO REDEEMED – there is NO ISSUED status.


Pending Vouchers : Normal Cashier
Are You sure you wish to enter Quick Cashier
Vouchers will be automatically redeemed when printed
Yes
No

6.1.3 Level 3 – Autoprint

This level is only available once Quick Cashier has been selected. As soon as the customer presses collect (or the event is identified in the system), Cashier will automatically print and automatically redeem the voucher. In Autoprint there is NO PENDING or ISSUED Status for vouchers. To stop AUTOPRINT click on the PAUSE button (see next page).

Points to Remember about Autoprint:

- Cashier must be paused to close the Wildcat program. The next time cashier is opened, Autoprint will need to be started again.

Cashier
The cashier window cannot be closed while auto print is active.
Please stop auto print and then close the window
OK

- All normal cashier icons (except for CLOSE) will be disabled while autoprint is active. If a manual voucher is required, the user must pause autoprint and use the reprint or manual icon as per usual.
- Hopper Refill vouchers will behave as per usual. If a hopper refill voucher prints but is NOT NEEDED, it must be removed by CANCELLING the voucher (F11).

6.2 Statewide Jackpot Wins (Money Train, Jackpot Carnival etc)

Money Train Wide Area (Grand Jackpot) Wins will not automatically print – even if autoprint is active. Staff will need to stop Autoprint, select the wide area win in the pending screen and complete as per normal Statewide win procedures.

6.3 Rounding Up Voucher Payment Amount

Wildcat has the ability to round up the actual payment amount shown on the voucher. This assists with float balance at the end of shift or trade. When first installed Wildcat defaults to exact values. To enable the rounding facility please contact the Maxgaming Help Desk.

6.4 Voucher Status

To ensure the cashier function operates correctly the probable status of generated vouchers must be noted.

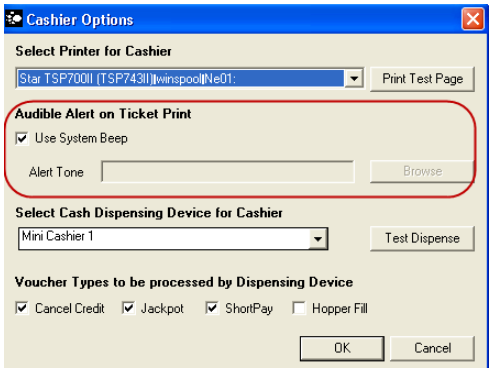
Pending	The voucher has been generated on the computer and is awaiting a PRINT command (For Tito transactions this means the ticket HAS NOT been paid).
Issued	The voucher has been generated and PRINTED. It is from this stage that the voucher contents and values transfer to appropriate reports in Wildcat.
Redeemed	The voucher/Ticket has been redeemed. Redeeming a voucher is a security function, if in case the voucher is stolen or lost. If the voucher returns to the Gaming Cashier, it cannot be redeemed again. **Redeemed vouchers can be cancelled or reprinted**.
Cancelled	If a voucher appears on the screen or is printed and is NOT REQUIRED, the voucher can be cancelled. **Cancelled vouchers can be changed to Redeemed.**

6.5 Cashier Tools and Options

Wildcat allows each venue to personalise the voucher facility to suit gaming operations.

6.5.1 Sound on Voucher Generation

To attract a staff member's attention when a voucher has printed, the computer can be set to beep or play a sound (if sound card is installed) when the voucher prints. If there is no sound card installed, the computer will used the SYSTEM BEEP option only. Click TOOLS, then CASHIER OPTIONS.



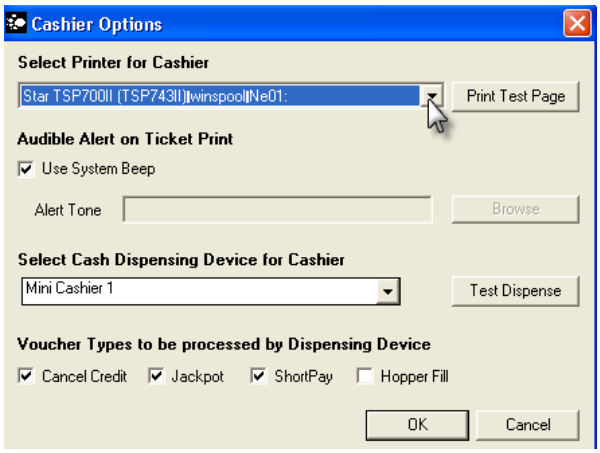
If a soundcard is installed, browse to find the sound to use and click OK to save changes. Adjust the volume using the speaker volume in Windows Settings or the volume knob on external speakers (if fitted).

Please note that if a speciifc sound has been dowloaded and added to a Maxgaming owned Wildcat computer, in the case of the computer being replaced this sound WILL NOT be added to the new pc.

6.5.2 Set Voucher Printer and Test Print

This option is used to tell Wildcat where the vouchers are to be printed.

Click TOOLS, then CASHIER OPTIONS.

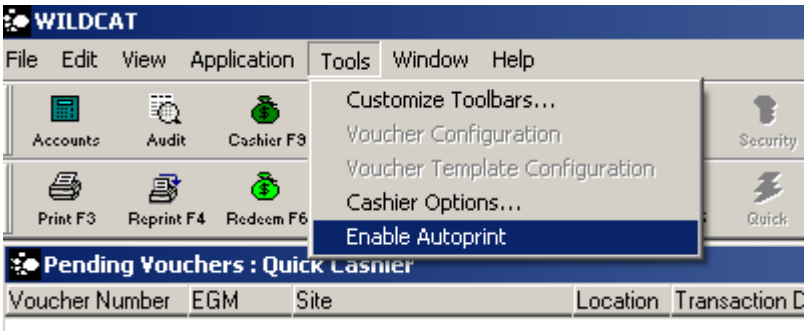


Click on the down arrow to display the printers connected to this computer. Choose the correct printer. To send a blank test voucher to the printer click PRINT TEST PAGE.

This is the printer for vouchers only. The DEFAULT PRINTER connected to the computer will print all A4 print request.

6.5.3 Enable Autoprint

An error may appear stating Wildcat Cashier is enabled on another computer. To clear this error, in Cashier, click TOOLS at the top of the page. Choose ENABLE AUTO AUTOPRINT.

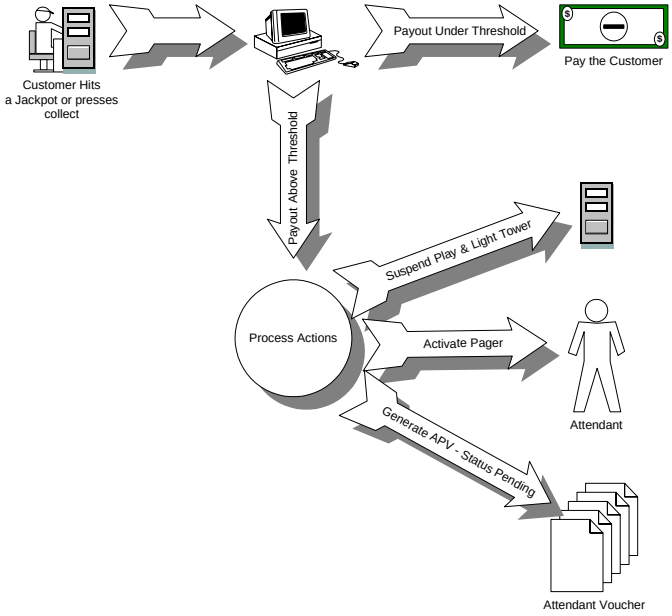


This will clear the fault causing the error. Clicking AUTOPRINT now will activate automatic payouts.
Contacting the Maxgaming Help Desk will also fix this error.

6.6 Hand Pays (Voucher Creation)

The process for hand pays (jackpot hits, cancelled credits/hopper refills) requiring an attendant is very simple. This first pictorial demonstrates the creation of a voucher, where the voucher status is Pending (has not been printed).

6.7 Hopper Fill Voucher Creation



The same process where a voucher is created (pending) still applies. A voucher will create only when the EGM's audit screen reads that the hopper is empty (or close to empty). As errors can be made during the hopper refill process, it is possible for an EGM to actually have money inside the hopper but for the audit screen to read a zero value (or the opposite). Cancel any vouchers that appear immediately if a refill is not required (using the F11 button).

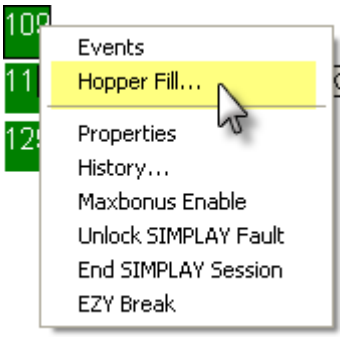
If a refill is required use only one voucher and cancel any remaining vouchers.

If a refill is required but no voucher prints, create a Manual Hopper Refill voucher (either through MANUAL F9 or the floor view shortcut).

6.7.1 Floor View Hopper Fill Voucher

If required, Manual Hopper Fill vouchers can also be generated from Floor View.

Right click on the machine requiring the refill.



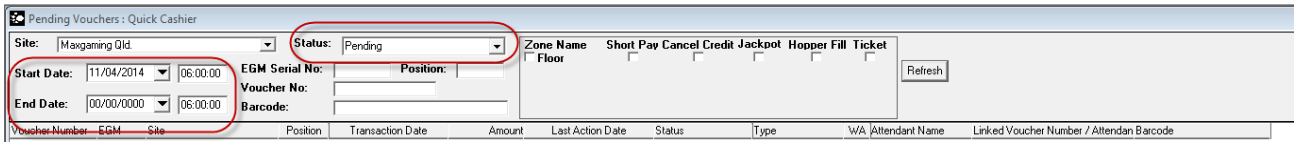
This will automatically complete all the neccesary machine and voucher details. The staff member requesting the manual voucher will be required to enter a comment before completing the voucher.

6.8 Managing Vouchers

Click on the **Cashier** icon in the WILDCAT main toolbar to bring up the *Cashier* main window.

This window can also be displayed by pressing the function key **F9**, or selecting **Application / Cashier** from the Main Menu.

This window shows details of pending tickets:

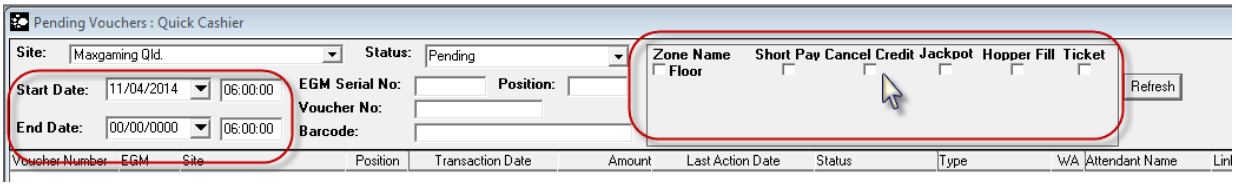


When a customer presses COLLECT on a gaming machine, a message will be sent to the Ssite Controller. By running Cashier from WILDCAT, a table of all the current pending tickets can be seen.

All the functions in Cashier can be executed by pressing the appropriate Function Key shown beside each icon in the Cashier toolbar or by clicking on the corresponding icon with the mouse.

6.9 Voucher Filter

When searching for vouchers the list can be filtered based on date, voucher status, EGM position (and/serial number) or voucher type:

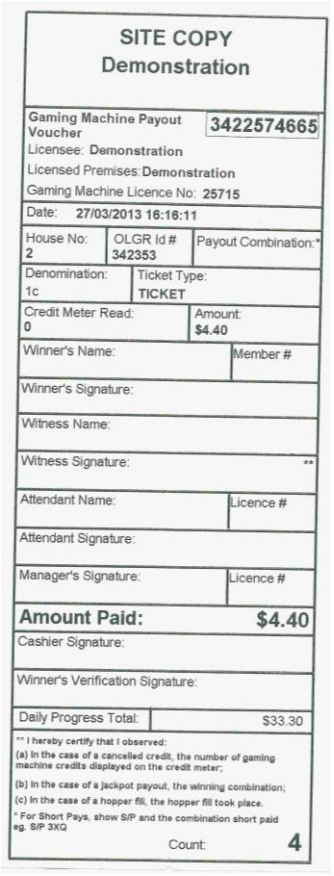


Utilising these tools makes the search significantly easier and faster.

Alternatively, if the voucher number is known, type the number directly into the Voucher No: field.

6.10 Voucher Format

The ticket shown at right is an example of the layout of the voucher that will print from Wildcat.
OLGR states that a witness is not required if the payment is automatically generated and the value is under $500. Maxgaming still recommends witnessing all hopper refill payments, regardless of how they are printed.


SITE COPY
Demonstration

Gaming Machine Payout Voucher 3422574665
Licensee: Demonstration
Licensed Premises: Demonstration
Gaming Machine Licence No: 25715
Date: 27/03/2013 16:16:11

House No:	OLGR Id #	Payout Combination:*
2	342353	

Denomination:	Ticket Type:
1c	TICKET

Credit Meter Read:	Amount:
0	$4.40

Winner's Name: Member #
Winner's Signature:
Witness Name:
Witness Signature: **
Attendant Name: Licence #
Attendant Signature:
Manager's Signature: Licence #

Amount Paid: $4.40

Cashier Signature:
Winner's Verification Signature:
Daily Progress Total: $33.30

** I hereby certify that I observed:
(a) In the case of a cancelled credit, the number of gaming machine credits displayed on the credit meter;
(b) In the case of a jackpot payout, the winning combination;
(c) In the case of a hopper fill, the hopper fill took place.
* For Short Pays, show S/P and the combination short paid eg. S/P 3XQ

Count: 4

6.10.1 Hide Daily Progressive Total

For privacy reasons it may be requested by authorised persons to remove (hide) the progressive payout values at the base of vouchers. If required, a configuration change can be made to hide the Daily Progressive Total amount showing at the bottom right of each voucher (see voucher at right).

This change is made on request to the Maxgaming Help Desk 1800 700 116.

PLEASE NOTE: The calculation of the Daily Progressive Total is a regulatory requirement. If enabling this function, then it MUST be calculated (and written) once the customer has signed the voucher.

6.10.2 Cash Amount Rounding

Refer to Rounding Up Voucher Payment Amount at the start of the Cashier chapter.

6.11 Issuing (printing) a Voucher

Unless Autoprint is ACTIVE - To print a voucher for a cancel credit/jackpot or hopper refill:

1. Select the row in the table that corresponds to the machine required.
2. Press the function key **F3**, or click the **Print** icon.

A copy of the voucher is printed and the amount and type of voucher will be recorded in Accounts/Data Entry.

6.11.1 Reprinting a Voucher

Reprinting a voucher may be necessary if a problem occurred the first time it was printed or if the customer has lost the voucher. It is possible to re-print ANY vouchers regardless of the status.

To re-print an ISSUED voucher:

1. Change the STATUS from Pending to ALL. If required, change the date.
2. Highlight the required voucher and press the function key **F4**, or click the **Reprint** icon.
3. Click YES at the prompt and a copy of the re-issued ticket is printed for record purposes.

Please note: Every voucher issued has a unique number, hence the voucher number of a re-issued voucher is different to the number it had the *first* time it was issued. The first issued voucher now has a status of *Cancelled*. If using the Accounts function for regulatory reporting, this will remove the first voucher from your regulatory and performance reports and replace it with the current voucher.

6.11.2 Re-Printing a REDEEMED Voucher

To reprint a Redeemed Voucher

1. Change the STATUS from Pending to REDEEMED.
2. Highlight the required voucher and press the function key **F4**, or click the **Reprint** icon.
3. Click YES at the prompt and a copy of the re-issued ticket is printed for record purposes.

Please note: Every voucher issued has a unique number, hence the ticket number of a re-issued voucher is different to the number it had the *first* time it was issued. The first issued voucher now has a status of *Cancelled*. If using the Accounts function for regulatory reporting, this will remove the first voucher from your poker machine reports and replace it with the current voucher.

6.11.3 Re-Printing a CANCELLED Voucher

A voucher with the status of CANCELLED cannot be re-printed. You must first amend the status from cancelled to redeemed and then reprint the voucher as per normal re-print instructions.

To change the status of a cancelled voucher to Redeemed:

1. Change the STATUS from Pending to CANCELLED.
2. Highlight the required voucher and press the function key **F6**, or click the **Redeem** icon.
3. Click YES at the prompt and the status of the selected voucher will change.

Please refer to the instructions on REPRINTING A REDEEMED VOUCHER to reprint this voucher.

Please note: Every voucher issued has a unique number, hence the voucher number of a re-issued voucher is different to the number it had the *first* time it was issued. The first issued voucher now has a status of *Cancelled*. If using the Accounts function for regulatory reporting, this will remove the first voucher from your gaming reports and replace it with the current voucher.

6.12 Manual Vouchers

In some situations, vouchers may have to be manually created by the user (if the voucher doesn't appear in the cashier screen). This is EXTREMELY RARE for Jackpots and Cancel Credits. If you are unsure whether to proceed in creating a manual Cancel Credit or Jackpot voucher, please contact the Wildcat Help Desk for more information.

It's more common for a manual voucher to be created for Hopper Refills where the machine doesn't request a voucher to be printed.

This section relates to creating a manual voucher from the Cashier Screen. To create a manual refill voucher from the Floor View screen please see the section on creating Manual Hopper Refill Vouchers from Floor View.

6.12.1 Requesting a Manual Voucher

Please note that Autoprint must be paused for the following to occur.

Pressing **F9** or the MANUAL icon will display the Manual wizard. Complete the blank fields as per required. Select the appropriate attendant from the drop down box (if required) and ensure a comment is entered as to why the manual voucher was requested.

Cashier will always require a reason for the manual payout voucher to be generated and if creating a manual voucher for a jackpot, you will be asked to state what jackpot the voucher is for (ie Money Train, Born to Be Wild etc).

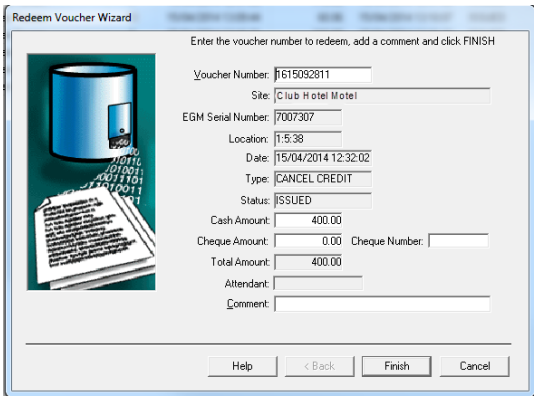
Once completed, click on **Finish** and the voucher will generate via the printer. The voucher will need to be manually redeemed (press ENTER twice at the prompts).

6.13 Manually Redeeming a Voucher

When a patron presents a valid voucher, redeem the voucher by using the *Redeem* function.

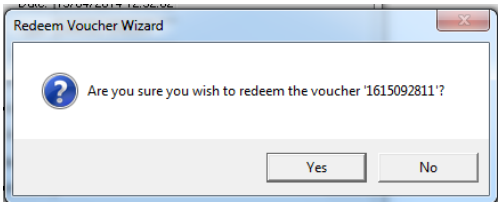
Pressing the function key **F6**, or click the REDEEM icon will open the Redeem wizard.

Type the voucher number (found at the top right of the voucher) into the **Voucher Number** field, and press the **Tab** or down arrow key.



This moves the cursor to the **Comment** field, and automatically fills in the details of the ticket in the intervening fields.

Check that these details are correct. Click on the **Finish** button, or press **Enter**. A confirmation box will appear:



Click the **OK** button to confirm the redemption. The database is updated to the effect that the ticket has been redeemed.

6.14 Cancelling a Voucher

To cancel a voucher

1. Change the STATUS from Pending to ALL.
2. Find and highlight the required voucher and press the function key **F11** or click the **Cancel** icon.

Click YES and the voucher status will change to CANCELLED and remove all reference to the voucher details and amounts from the appropriate reports.

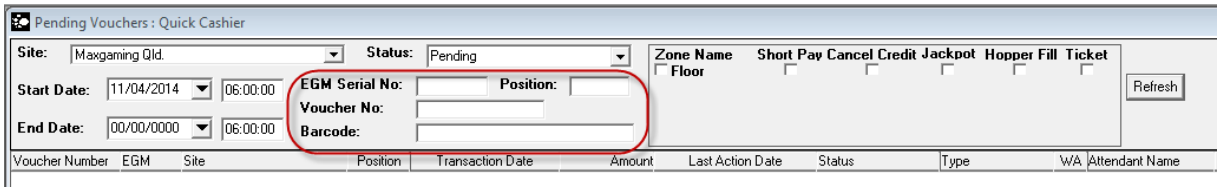
If the voucher cannot be found, check the date range or voucher type. Alternatively, if the voucher number is known, type the number into the voucher number field.

6.15 Refreshing the Cashier Screen

Cashier refreshes the screen automatically every 20-30 seconds. However, to ensure that the most up to date information is displayed in *Cashier*, you can press the REFRESH button at the far right of the. This will update the screen to show the current events and vouchers (this can only be done once AUTOPRINT has been stopped).

6.16 Finding a Voucher

Using the voucher filter options a voucher can be found using a number of parameters:



If the voucher cannot be found please check the date range.

6.17 Unclaimed Vouchers (F10)

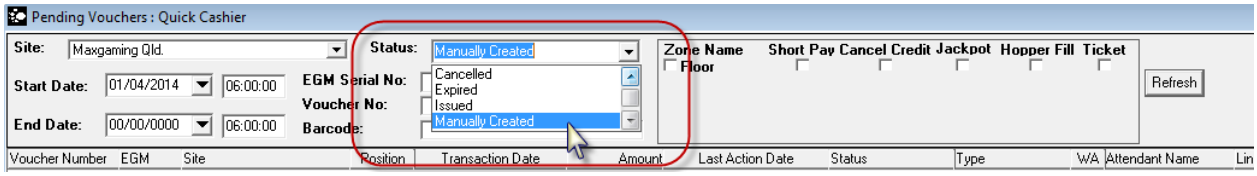
The unclaimed function in cashier is for a voucher that remains unclaimed for 12 months. According to the Gaming Machine Act Section 242 A (3) the voucher is still treated as a payment and the venue will send the amount with details to the OLGR as soon as 14 days after the 12 month period.

If a voucher is accidentally flagged as unclaimed it is possible for it to be changed to any other state. Do not 'Unclaim' any voucher unless this money is to be forwarded to OLGR. Once a voucher is marked 'Unclaimed' it is impossible to change the cash or cheque amounts.

As the voucher has been 'paid', it should be included in all OLGR reports and revenue audit detail report. Unclaiming a voucher does not remove these amounts from the reports.

6.18 Viewing Voucher Status

To view different vouchers of a specific status the drop down arrow next to STATUS. Choose the required status and if required select the date required for the search. The requested vouchers will appear.



To return to the Pending screen, close out of Cashier and click on the Cashier icon (Pending is the default screen).

6.19 Voucher Reports

In the REPORTS section the VOUCHER RECONCILIATION DETAIL will print a list of all vouchers as per the date range requested, and can be sorted by position number, date and time, status, amount, serial number etc.

The following is a small example of the report, sorted by date and time. It lists the vouchers in the order that they were printed (Date & Time selection):

EGM Voucher Reconciliation Detail

EGM Voucher Reconciliation Detail

Report Date: 17/08/2010 10:36:06 **From:** 16/08/2010 06:00:00 **Until:** 17/08/2010 06:00:00 Page 1 of 2

Site Black Stump Hotel Motel

Site	Location	Serial No.	Transaction Voucher	Transaction	Amount	Type	Status	Last Action	Ticket Printed Pool
Black Stump Hotel Motel	1 1 9	00638055	1849830759	16/08/2010 12:16:04	$80.00	CANCEL CREDIT	REDEEMED	16/08/2010 12:16:10	16/08/2010 12:16:06
	1 4 34	09913466	2302816122	16/08/2010 12:24:03	$50.00	CANCEL CREDIT	REDEEMED	16/08/2010 12:24:10	16/08/2010 12:24:06
	1 3 22	00601743	3779211407	16/08/2010 12:29:40	$290.01	CANCEL CREDIT	REDEEMED	16/08/2010 12:29:46	16/08/2010 12:29:42
	1 3 20	09911883	2973906507	16/08/2010 13:18:26	$140.01	CANCEL CREDIT	REDEEMED	16/08/2010 13:18:32	16/08/2010 13:18:28
	1 4 28	00614854	2420259014	16/08/2010 13:43:05	$100.00	CANCEL CREDIT	REDEEMED	16/08/2010 13:43:12	16/08/2010 13:43:08
	1 1 6	00628013	1631730221	16/08/2010 14:36:22	$150.00	CANCEL CREDIT	REDEEMED	16/08/2010 14:36:35	16/08/2010 14:36:26
	1 4 26	00604988	1044528700	16/08/2010 14:58:31	$200.00	CANCEL CREDIT	REDEEMED	16/08/2010 14:58:37	16/08/2010 14:58:33
	1 5 39	01750251	2319597803	16/08/2010 15:05:38	$480.00	CANCEL CREDIT	REDEEMED	16/08/2010 15:05:49	16/08/2010 15:05:40
	1 2 14	07006464	1279410688	16/08/2010 15:08:45	$100.00	CANCEL CREDIT	REDEEMED	16/08/2010 15:08:51	16/08/2010 15:08:47

The VOUCHER RECONCILIATION SUMMARY will show a sum total of vouchers produced within the date range requested and will sort by status of the vouchers. It is important to remember that this report will exclude from the Total vouchers any payment with a status of Cancelled.

The following is a small example of the report, listing the total of all vouchers, sorted into voucher status (the same result can be seen when generating the Venue Reconciliation Summary report):

EGM Voucher Reconciliation Summary

EGM Voucher Reconciliation Summary

From: 16/08/2010 06:00:00 **Until:** 17/08/2010 06:00:00 Page 1 of 1

Report date: 17/08/2010

Sites: Black Stump Hotel Motel

Transaction Type	Cancelled	Issued	Pending	Redeemed	Unclaimed	Total (excluding cancelled)
Cancel Credit				$11,884.32		**$11,884.32**
Hopper Fill				$160.00		**$160.00**
Jackpot						
Short pay						
Totals	**$0.00**	**$0.00**	**$0.00**	**$12,044.32**	**$0.00**	**$12,044.32**

6.19.1 MyTicket (TiTo) Reports

All reports relating to the MyTicket functionality MUST be generated via the Maxgaming website.

7 Accounts – Data Entry Module

The Accounts module in Wildcat provides an means of manually entering EGM cash information for the purpose of reconciliation and analysis.

The main function of Accounts is to automate the production of Forms 40, 41, 42, 58 and 61 for the Office of Liquor, Gaming and Racing (OLGR,) as well as inputting of the actual amounts of cash into the EGM Cash Clearance report and Revenue Audit Detail, which then shows the variances from metered amounts.

7.1 Data Entry Screen

During the data entry process Wildcat will display the Metered Amounts as well as the Actual amounts as being typed in by the user. Any variance whatsoever will show in the Variance column in RED. This allows the user to immediately see any errors and enable a fix before saving data.

EGM User Data Entry Meters For: 15/04/2014

Position	Description	Plate No.	Denomination	Coins Clearance Metered	Coin Clearance Actual	Variance	Notes Metered	Notes Actual	Variance
1	FORTUNE OX-	115150	10c	$0.00	**$1.00**	$1.00	$20.00	**$20.00**	$0.00
2	RED BARON JACKPOT CARNIVAL-V	73950	1c	$0.00	$.00	$0.00	$470.00	**$470.00**	$0.00
3	CHOY SUN DOA JACKPOT CARNIVAL-	75883	1c	$0.00	$.00	$0.00	$115.00	**$120.00**	$5.00
4	SPRING CARNIVAL JACKPOT CARNIV	92700	1c	$0.00	**$1.00**	$1.00	$60.00	**$60.00**	$0.00
5	MOON FIRE JACKPOT CARNIVAL-V	64608	1c	$0.00	**$3.00**	$3.00	$170.00	**$170.00**	$0.00
6	SPRING CARNIVAL JACKPOT CARNIV	64602	1c	$0.00	$.00	$0.00	$100.00	**$150.00**	$50.00
7	CHOY SUN DOA JACKPOT	64600	1c	$0.00	$.00	$0.00	$375.00	**$375.00**	$0.00

7.2 Select Day vs Select Date Range

The first dialog box of the *User Data Entry* wizard is for date selection .

If a venue clears the EGMs on a daily basis the SELECT DATE option will always be used and this will always be the date of the trading day for when the money was taken.

The SELECT DATE RANGE is to be used for CLEARANCES ONLY. It is not to be used for Cancel Credits, Hopper Refills, Short Pays etc. It was created for venues that clear every other day. The dates to be chosen are very specific and if entered incorrectly can seriously affect the regulatory reporting results due to date overlap.

The 'day of trade' rule still applies when using the date range option. If a venue only clears the EGMs on Mondays, Wednesdays and Friday MORNINGS then the date ranges chosen will be as follows:

Money Cleared Monday 8am -> last clearance was Friday morning 8am -> FROM DATE = Friday's date. TO DATE = Sunday's date.

Money Cleared Wednesday 8am -> last clearance was Monday morning 8am -> FROM DATE = Monday's date. TO DATE = Tuesday's date.

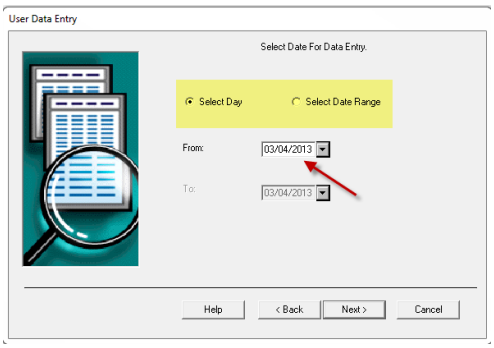
This will pull through the accurate metered information for the date range and data entry should match for each EGM record.

Note: When entering data and red variances show for all machines, check the date – it may be incorrect.

7.3 Entering EGM User Data

Click on the Accounts icon in the WILDCAT main toolbar to bring up the Accounts contents.

Click on the Data Entry icon. The first dialog box of the *User Data Entry* wizard is for date selection.

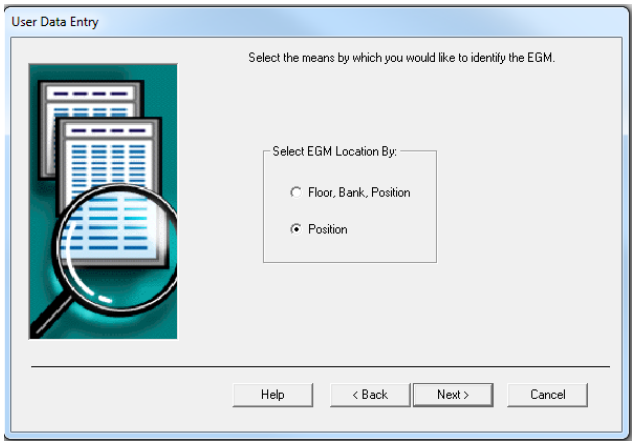


There are two options for dates; see the following table for details (for more information on Closing Hoppers, please refer to the section HOPPER WEIGHS on page 63).

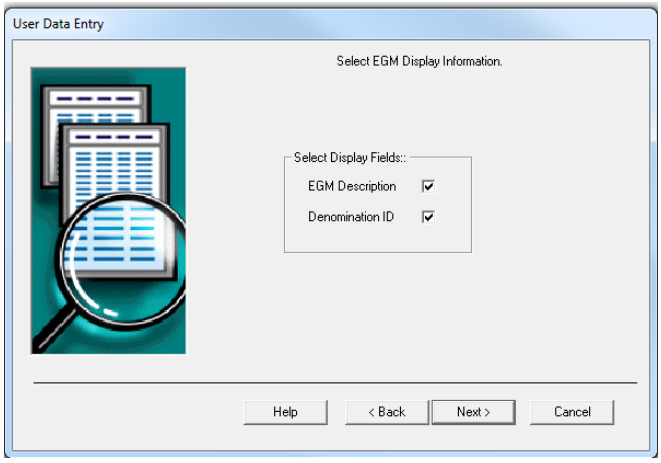
When entering:	Enter Data for:	Example:
Coin and Note Clearance	The Day of Trade	If the clearance was performed at **8am** on 5th July, the date for data entry will be 4th July.
		If the clearance was performed at **11.30pm** on 4th July, the date for data entry will be 4th July – the day of trade.
		If using the date range option the FROM date will be the date of the first trading day of this period. The TO date will be the last trading day of the period.
Cancelled Credits/Hopper Refills/Jackpot Handpays	The Day of Transaction	Check the Form 39 for the date of transaction. This is the date to be used. DO NOT USE DATE RANGE OPTION.
Hopper Level	The Opening Hopper Date.	If the hopper weigh was performed at 8am on 5th July, the date for data entry will be 5th July.
		If the clearance was performed at **11.30pm** on 4th July, the date used will be 5th July – the opening hopper date.

To choose a particular date, click on the Date drop down box to show the calendar and select the date that the data entry is for. Alternatively, click in the date field and type in the appropriate date. Click Next.

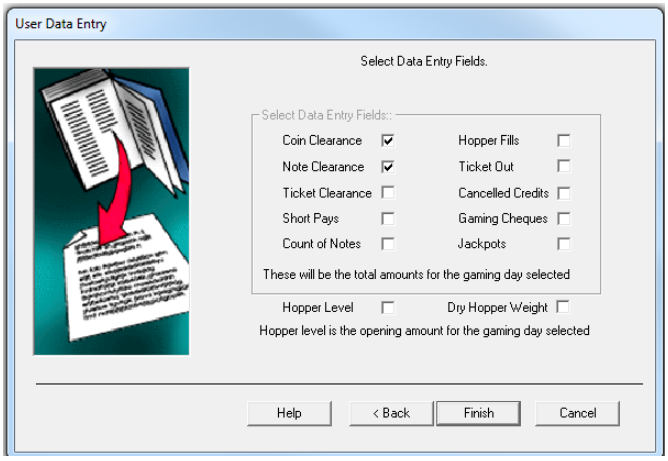
In this wizard you will select the method by which you will identify EGMs. For example, if you use a unique number for each machine, select Position. In most cases, Position is the recommended selection.



Click Next. Select the display fields that you want to be displayed for each EGM.



This helps you to identify each machine as you enter its data (ie: by denomination). Click Next.



Select the data fields that you will be entering data into for each EGM. You may wish to enter different types of data at different times, eg. In one session you may only enter the Hopper value. In another session you may only enter Note and Coin values. At other times you may wish to enter data into all the fields at once (NOTE: only items in the box can be entered at the same time).

Click Finish. The wizard has been completed and the User Data Entry window will appear, showing all the fields you have selected.

7.4 Entering Data in the Data Entry Window

In the data entry window the metered value of the data will display (according to the dates selected in the date wizard).

EGM User Data Entry Meters For: 06/12/2005

Position	Description	Plate No.	Denomination	Coins Clearance Metered	Coin Clearance Actual	Variance
1	HEART OF GOLD-V	59593	1c	$0.00	$.00	$0.00
2	RED BARON-V	64600	1c	$19.00	$19.00	$0.00
3	15 LIONS-V	64605	1c	$0.00	$.00	$0.00
4	QUEEN OF THE NILE 500 Q-V	31579	1c	$0.00	$.00	$0.00
5	SPRING CARNIVAL-V	64604	1c	$0.00	$.00	$0.00
6	ASIAN PRINCESS-V	64599	1c	$0.00	$.00	$0.00
7	CHOY SUN DOA-V	64601	1c	$0.00	$.00	$0.00

The reported data is to be entered into the ACTUAL column. Once data has been input the variance column will show the difference (if any) between the meters and the actual data (any variance will be shown in RED).

To move down columns:

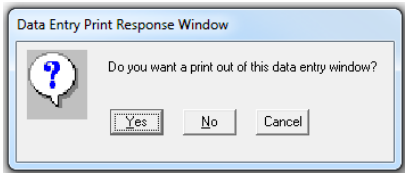
- <Tab> or <Enter> to move to the next column,
- <Shift> <Tab> to move back one column,
- Arrow keys will move between any rows and columns or alternatively click with the mouse.

Enter the appropriate amounts into the columns as described in the table below.

Column Descriptions

Column Name	Description
Hopper Value	Actual dollar value of coins in hopper or total dollar weight of coins AND hoppper (if using TARE weight option)
Coin Clearance	The total actual amount in coin cleared from the cash box. This can be entered as often as required.
Note Clearance Amount	The total actual value of notes cleared from the note cassette. This can be entered as often as required.
Short Pays	Each short pay from each machine per day.
Hopper Fills	Each hopper fill for each machine per day.
Cancelled Credits	Each cancelled credit paid for each machine per day.
Gaming Cheques	Each gaming cheque issued for each machine per day.
Jackpots	Each jackpot payment made for each machine per day.
Count of Notes	The number of individual notes in the notes cassette.

Click the Save icon to save the entries to the database. If you have not set defaults for printing, you are prompted to print by the Entry Window:



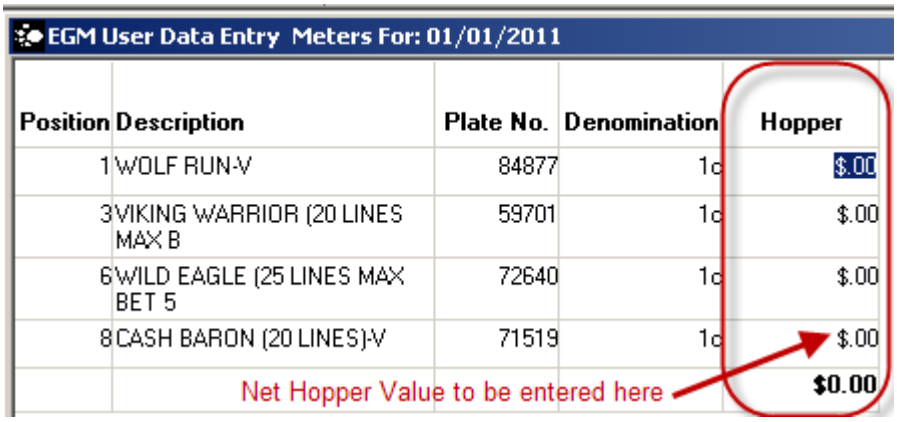
You can simply click Yes or No as required. The entered data is saved to the database and will appear in the appropriate reports.

7.5 Hopper Weighs (Closing Hoppers)

As per regulatory requirements all hoppers should be weighed or estimated at the end of trade for the previous month or before trade on the current month.

Closing hopper values are entered as the Hopper Level as at 6am for the day selected. Eg. For the End of Month Accounts input for May. Coins and Notes cleared will be input on the date of the 31/05/2000, where the Hopper Level will be entered as the 01/06/2000. The system will not let you enter Hopper Levels with any other data input fields.

This is the normal hopper data entry screen:

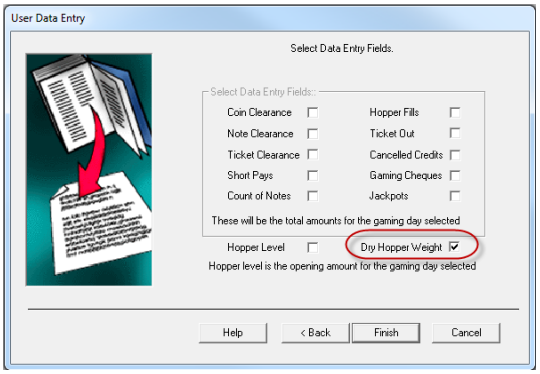

EGM User Data Entry Meters For: 01/01/2011
Position
Description
Plate No.
Denomination
Hopper
1 WOLF RUN-V 84877 1c $.00
3 VIKING WARRIOR (20 LINES MAX B 59701 1c $.00
6 WILD EAGLE (25 LINES MAX BET 5 72640 1c $.00
8 CASH BARON (20 LINES)-V 71519 1c $.00
Net Hopper Value to be entered here
$0.00

Using this screen the net hopper value is to be entered. This is the amount of actual coin inside the hopper only (you must manual subtract the weight of the empty hopper).

7.5.1 Hopper Tare Weights

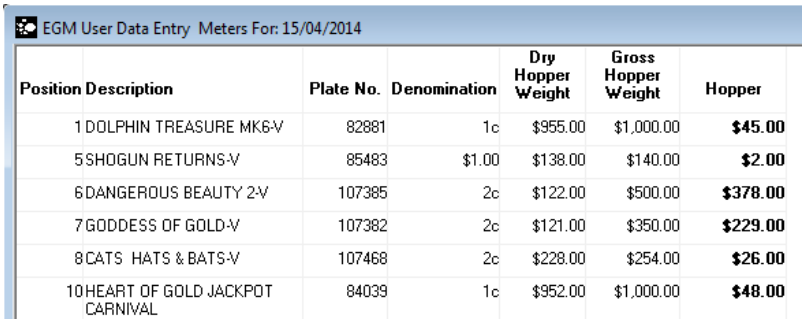
Accounts Data Entry can be modified to allow the addition of a dry hopper weight (Tare Weight) for an EGM. This option can be enabled at any time by contacting the Maxgaming Help Desk on 1800 700 116.

Once this has been enabled it will open a new field in data entry for the Tare Weight. The user will enter this once into Wildcat.



Once entered click SAVE and this will save the tare weights. This only needs to be completed when first using data entry and only amended where the tare weight of a machine changes (retired machine etc).

The user can then return to the Data Entry options and enter the GROSS weight of the hoppers.


EGM User Data Entry Meters For: 15/04/2014

Position	Description	Plate No.	Denomination	Dry Hopper Weight	Gross Hopper Weight	Hopper
1	DOLPHIN TREASURE MK6-V	82881	1c	$955.00	$1,000.00	**$45.00**
5	SHOGUN RETURNS-V	85483	$1.00	$138.00	$140.00	**$2.00**
6	DANGEROUS BEAUTY 2-V	107385	2c	$122.00	$500.00	**$378.00**
7	GODDESS OF GOLD-V	107382	2c	$121.00	$350.00	**$229.00**
8	CATS HATS & BATS-V	107468	2c	$228.00	$254.00	**$26.00**
10	HEART OF GOLD JACKPOT CARNIVAL	84039	1c	$952.00	$1,000.00	**$48.00**

If the hopper is empty, ignore the record and move to the next machine. Do not type a zero value.

The Data Entry screen will calculate the net value by subtracting the Tare weight from the gross weight. Save the data as per normal procedures.

Next time Data Entry is performed the dry weight will be populated where it is available so only the gross weight needs to be entered. From this point onwards the DRY HOPPER WEIGHT fields are 'locked' and cannot be amended from this screen (Dry Hopper Weight option needs to be ticked).

7.5.2 Zero Hoppers for Conversions/Retired EGMs

To enter a $0 amount for a converted or retired EGM, the user will enter the TARE weight into the GROSS HOPPER WEIGHT column (Gross MINUS Tare = Hopper). This will give Wildcat a $0 value to calculate. Alternatively, NOT entering the TARE weight will give a $0 value also.

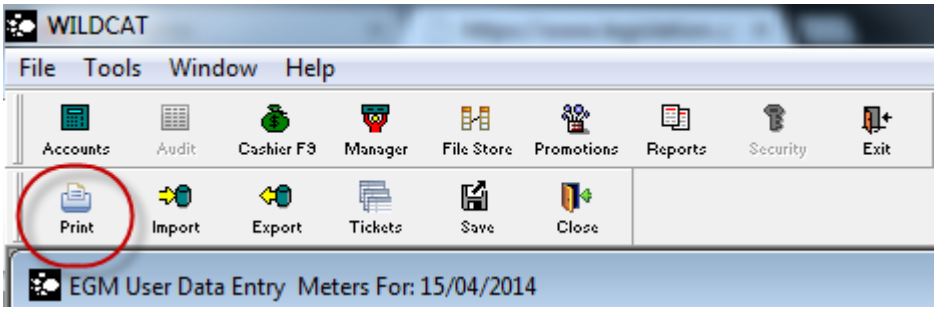
7.6 Correcting Data Entry Errors

If you input the incorrect entry, click in the cell, delete the incorrect entry and input the corrected amount.

If you have already saved the incorrect data, click DATA ENTRY and repeat the steps to bring up the information again. Click in the cell, delete the incorrect entry and input the corrected amount. Click SAVE and if enabled, the data entry change will print (Note: it will ONLY print the change, not the whole page).

7.7 Reprinting Data Entry

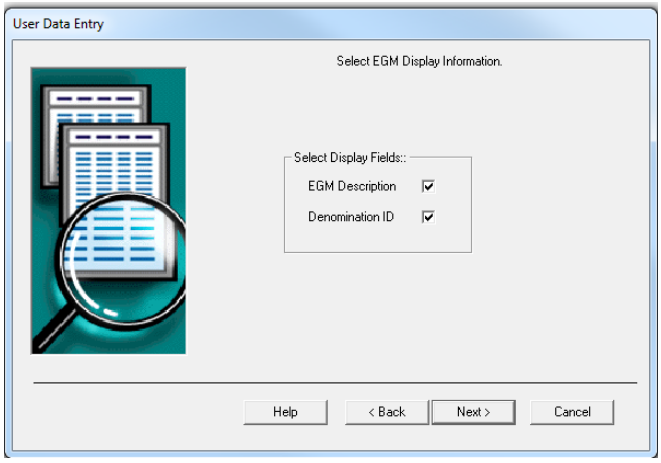
If you click NO for the data entry print but need to print the information at a later date use the PRINT option at the top of the screen:



Regardless of the printing option, Wildcat will still save the data.

7.8 Entering Data for Retired/Converted EGMs

When entering data for retired/converted/changed EGMs, Wildcat will display two lines for each machine configuration; one line showing the old machine details and the other line showing the new details. It is important the the data entry settings for display fields are ticked:



This will assist when identifying which machine to input data:

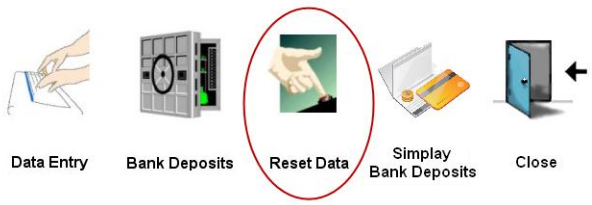
EGM User Data Entry Meters For: 12/08/2010

Position	Description	Plate No.	Denomination	Coins Clearance Metered	Coin Clearance Actual	Variance	Notes Metered	Notes Actual	Variance
1	QUEEN OF THE NILE 500 Q-V	38417	1c	$0.00	$.00	$0.00	$910.00	$910.00	$0.00
2	ALOHA GOLD-V	40359	1c	$20.00	$20.00	$0.00	$305.00	$305.00	$0.00
3	DOLPHIN TREASURE BET500 Q-V	40817	1c	$0.00	$.00	$0.00	$480.00	$480.00	$0.00
4	ROUND THE WORLD-V	68309	1c	$1.00	$1.00	$0.00	$375.00	$375.00	$0.00
5	CHOY SUN DOA-V	73040	1c	$0.00	$.00	$0.00	$275.00	$275.00	$0.00
6	WILD EAGLE (20 LINES MAX BET 5	54118	1c	$0.00	$.00	$0.00	$480.00	$480.00	$0.00
7	DESERT DOGS (BET 500) Q-V	40753	1c	$0.00	$.00	$0.00	$0.00	$.00	$0.00
7	BLUE MOON III (25 LINES)-V	54132	1c	$21.00	$21.00	$0.00	$585.00	$585.00	$0.00
8	BLUE MOON III (25 LINES)-V	54132	1c	$0.00	$.00	$0.00	$0.00	$.00	$0.00
8	ENCHANTER'S GAME-V	66682	1c	$36.00	$36.00	$0.00	$215.00	$215.00	$0.00
9	MAJOR MONEY & THE OUTBACK ADVE	54120	2c	$4.00	$4.00	$0.00	$475.00	$475.00	$0.00
9	ENCHANTER'S GAME-V	66682	1c	$0.00	$.00	$0.00	$0.00	$.00	$0.00
10	DESERT DOGS (BET 500) Q-V	40753	1c	$0.00	$.00	$0.00	$315.00	$315.00	$0.00

Ensure when entering data that the correct data is aligned with the correct machine. As a rule always choose the machine name that the machine was previously or denomination (this should be found in an old configuration report).

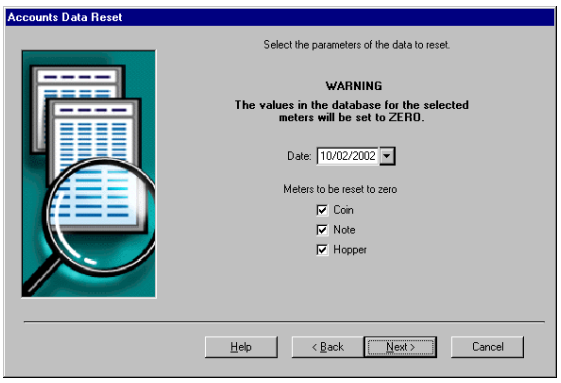
7.9 Reset Data Option

When a major mistake has been made i.e. if staff have entered information for an incorrect day, Wildcat has the facility to clear all data without having to go in and perform an adjustment for each EGM.

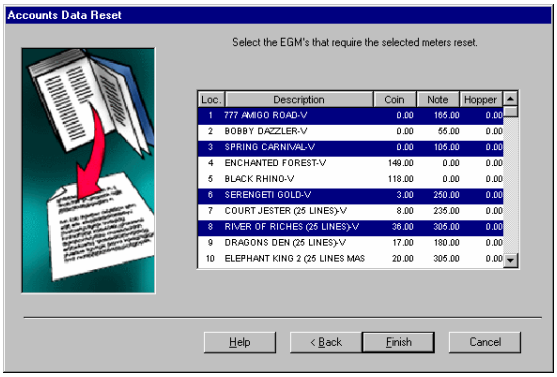


The wizard allows for all or only part of this information to be reset e.g. Only reset the coin clearance back to $0.

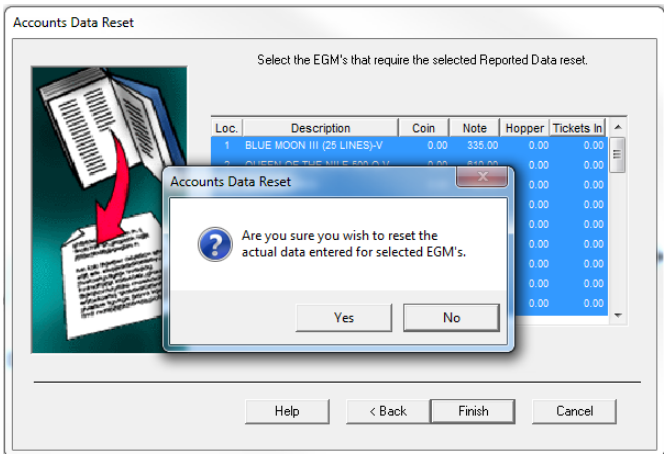
In the Accounts section click on the Reset Data icon. The following screen will appear. Select the date required and the field to be deleted.



Click NEXT. The screen will then show all EGMs listed with data entered for this day.


Accounts Data Reset
Select the EGM's that require the selected meters reset.
Loc. Description Coin Note Hopper
1 777 AMIGO ROAD-V 0.00 165.00 0.00
2 BOBBY DAZZLER-V 0.00 55.00 0.00
3 SPRING CARNIVAL-V 0.00 105.00 0.00
4 ENCHANTED FOREST-V 149.00 0.00 0.00
5 BLACK RHINO-V 118.00 0.00 0.00
6 SERENGETI GOLD-V 3.00 250.00 0.00
7 COURT JESTER (25 LINES)-V 8.00 235.00 0.00
8 RIVER OF RICHES (25 LINES)-V 36.00 305.00 0.00
9 DRAGONS DEN (25 LINES)-V 17.00 180.00 0.00
10 ELEPHANT KING 2 (25 LINES MAS 20.00 305.00 0.00
Help
< Back
Finish
Cancel

These are automatically all highlighted. If you wish to only reset certain machines make sure they are selected (highlighted in blue). Click on Finish.


Accounts Data Reset
Select the EGM's that require the selected Reported Data reset.
Loc. Description Coin Note Hopper Tickets In
1 BLUE MOON III (25 LINES)-V 0.00 335.00 0.00 0.00
Accounts Data Reset
Are you sure you wish to reset the actual data entered for selected EGM's.
Yes
No
Help
< Back
Finish
Cancel

The program will check if you are sure of this command and then the data will be reset.

You can also change values using the data entry option. See the section on 'Correcting Data Entries'.

7.10 OLGR Reports and Accounting

The data entered using the *Accounts* module is used to produce the Regulatory Reports required by the Office of Liquor Gaming and Racing (OLGR).

These reports are:

Form 40	Cash Clearance Report
Form 41	Gaming Machine Performance Record
Form 42	Monthly Reconciliation Report
Form 58	Register Of Gaming Machines
Form 61	Monthly Variances Record

Wildcat reports - EGM Cash Clearance and Revenue Audit Detail report (showing variances between actual amount and metered amount).

7.10.1 Basic Cash Balancing

The five primary steps to analysis are as follows:

1. Data Entry
2. Meter Download
3. Comparison of Information (data entry and meter downloads)
4. Variance Identification
5. Variance Correction/Explanation

Data entry and Meter Download are completed through the Wildcat program.

Comparison of information can be completed by running the Revenue Audit Detail report and comparing the meter downloads and data entry.

Metered information is calculated from the meters downloaded from each machine. Reported information is calculated from the data entered into Wildcat by the user. A Variance is the difference between these two amounts.

Immediately after data entry is saved, the suggested next step is to generate the REVENUE AUDIT DETAIL report. This report essentially displays the data entered and the net meters for the dates requested by the user. The main purpose of this report is to indicate variances (differences) between the EGM Meter reads and the data entered by the user. This is the first step of VARIANCE IDENTIFICATION.

Revenue Audit Detail

Report Date: 15/04/2014 15:25:54 From: 01/04/2014 06:00:00 To: 15/04/2014 06:00:00

EGM Pos.	EGM Description	(A) Cash Clearance Metered	(A1) Cash Clearance Reported	(A1-A) Cash Clearance Variance	(B) Cancelled Credit Metered	(B1) Cancelled Credit Reported	(B1-B) Cancelled Credit Variance	(C) Hopper Refill Metered	(C1) Hopper Refill Reported	(C1-C) Hopper Refill Variance	(D) Jackpot Handpay Metered	(D1) Jackpot Handpay Reported	(E) Jackpot AutoPay	(F) Jackpot WideArea Win	(G) Jackpot Wins Metered	(D1-D) Jackpot Variance	(H) Short Pays	(I) Metered Cash Held	(J) Reported Cash Held	(J-I) Cash Variance
38	FABULOUS FOX-V	24310.00	24290.00	-20.00	16522.31	16522.31	0.00	160.00	160.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7627.69	7607.69	-20.00
39	BLAZING LION-	25927.00	25926.00	-1.00	17380.55	17380.55	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	8546.45	8545.45	-1.00
40	ARCTIC QUEST - PINK PANTHER RE	20539.00	20539.00	0.00	14840.70	14840.70	0.00	160.00	160.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5538.30	5538.30	0.00
41	THE FLINTSTONES - PEACOCK GAR	9345.00	9345.00	0.00	4024.56	4024.56	0.00	480.00	480.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4840.44	4840.44	0.00
42	JUKEBOX 4 TUNES-V	10472.00	10473.00	1.00	9132.98	9132.98	0.00	160.00	160.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1179.02	1180.02	1.00
43	JETSETTER SYDNEY LINK-V	7715.00	7715.00	0.00	4034.87	4034.87	0.00	320.00	320.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3360.13	3360.13	0.00
44	JETSETTER LONDON LINK-V	6245.00	6245.00	0.00	3925.53	3925.53	0.00	320.00	320.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1999.47	1999.47	0.00
45	JETSETTER NEW YORK LINK-V	6335.00	6334.00	-1.00	4241.45	4241.45	0.00	160.00	160.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1933.55	1932.55	-1.00
	Totals:	650741.00	650725.00	-16.00	446110.22	446110.22	0.00	10880.00	10880.00	0.00	4551.26	4551.26	26105.29	0.00	30656.53	0.00	0.00	189199.52	189183.52	-16.00

Once a variance is noted, it is important to identify the reason as to why it has happened, and if the variance can be explained and/or corrected.

Possible Reasons for a Cash Clearance Variance

1. Data entry error (wrong machine, incorrect amount)
2. Date Range overlap in data entry)
3. Hopper dumps (where a machine has been converted or retired)
4. Coin variances
5. Coin diverter errors
6. Scales need calibration
7. Theft

Possible Reasons for a Cancel Credit/Jackpot Handpay Variance

1. Cancel Credit Payment not keyed off.
2. Cancelled accidentally through ‘Cashier’.
3. Double payout.
4. Duplicate voucher.
5. Manual vouchers where wrong transaction type, amount has been entered or put onto incorrect machine.
6. Residual credits.

At this stage generate a Form 42 and view any Win Variances.

Possible Reasons for Win Variances

1. Cash Clearance Variances.
2. Cancelled Credit/Jackpot Handpay Variances.
3. Short Pays
4. Incorrect closing hopper (providing the opening hopper is correct).

Possible Reasons for Incorrect Hopper Values

1. Incorrect TARE weight.
2. Scales need calibration.
3. Staff leaning on scales during weigh.
4. Scales not tared before weigh.
5. Two refill vouchers generated but only $160 put into machine.
6. Theft.

With regards to hopper refills, a variance between the metered and reporting figure on a Revenue Audit Detail **DOES NOT** have any bearing whatsoever on the end of month results. Only a hopper weigh completed at the end of the month or week will determine if a refill was actually performed or not. This variance would appear in the WIN VARIANCE column.

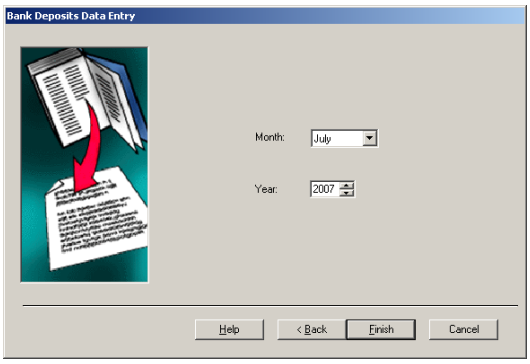
If any variance is found to be possible through suspicion of theft, the OLGR must be notified as soon as possible.

7.11 Bank Deposits

Wildcat calculates gaming bank deposits using the standard periodic method (Total Clearances minus Voucher payments (plus cheques).

It is recommended to enter in your actual gaming deposit every time that you bank. The figures entered in will appear on the Form 42 (for clubs) and Form 61.

At the Accounts icon screen, select the Bank Deposits icon. The bank deposit screen will open.
Choose the correct month for data entry.



Click FINISH.

The screen will display each day of the month. It will have calculated the required banking from previous data entry.

Deposit Date	Comment	Gaming Cheques	Required Banking	Actual Banking	Variance to Required Banking	Cumulative Variance
1/03/2013		13216.50	70248.72	70248.70	-.02	-.02
2/03/2013		3501.80	72850.47	72850.45	-.02	-.04
3/03/2013		8970.85	60184.63	60184.65	.02	-.02
4/03/2013		.00	41472.18	41472.19	.01	-.01
5/03/2013		300.90	51058.00	51058.00	.00	-.01
6/03/2013		3183.51	57918.99	57919.00	.01	.00
7/03/2013		1100.57	76809.19	76809.20	.01	.01
8/03/2013		2500.98	84922.67	84922.65	-.02	-.01
9/03/2013		5603.35	69905.29	69905.28	-.01	-.02
10/03/2013		4500.00	70191.60	70191.60	.00	-.02
11/03/2013		427.04	27160.69	27160.70	.01	.01

Enter the banking deposit into the ACTUAL BANKING column.

Field Descriptions

Deposit Date: Clearance date (or day of trade).
Comment: Used to enter any comments (i.e. cheque numbers or names).
Gaming Cheques: Cheques to players - entered through data entry section.
Required Banking: Clearance data entry – vouchers + Gaming Cheques.
Actual Banking: Enter the deposit amount here.
Variance to Req Banking: Actual Banking less Required Banking.
Accumulative Variance: The total of all variances so far.

These details can also be viewed via the Gaming Deposit report found in the Reports module.

7.11.1 Banking Variances

If your venue performs a clearance every day the VARIANCE TO REQUIRED BANKING column is used to identify any possible banking variance.

If your venue performs a clearance on every other day (i.e. 3 days a week) the CUMULATIVE VARIANCE column is used to identify any possible banking variance. When the ACTUAL BANKING figure is entered the Cumulative Variance should be as close to zero dollars as possible (making allowance for rounding etc). **Ignore any cumulative variance** amounts on days where NO actual banking is entered.
If you identify a variance, you must compare your data entry cash clearances and cancel credit/hopper refill/jackpot/shortpay vouchers with your banking reconciliation. Check any vouchers for cancelled status (as this removes all information for the voucher from Wildcat).

Note: If a variance is found in the banking this will come from either data entry errors or miscalculation of the banking deposit amount. EGM Meters are NOT used in calculation of Banking Deposits.

7.12 Coin and Note Input

Wildcat has the ability to import money clearance or closing hopper figures from a money-counting device (i.e. scales or note counters etc). Benefits include less time required in data input, accuracy of data being input (no manual entry errors), the ability to view the total clearance amount before saving and the option to reset all data should an error be found.

This process can be performed in 2 ways:

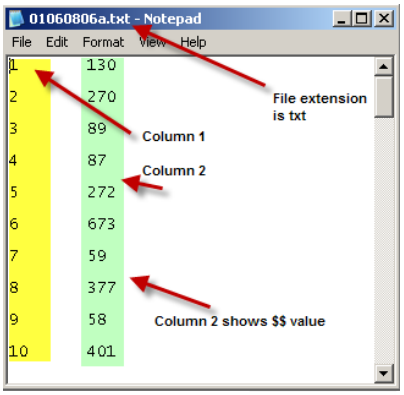
1. Via **RS232** cable directly from the counting device to comport on the back of the management PC (Sprintquip Datafast C05 and Autocount SP30 only supported).

2. From a floppy disk inserted into a:\ Drive on Management PC.

7.12.1 Creating an Input File Format

The following can only be completed by a Host User. If you are a venue user please contact the Gaming Helpdesk on 1800 700 116. Locate output file from device (or emailed file).

Note file extension and open file. Note the amount of columns in the file and the corresponding information (is it $$ value or number of coins).

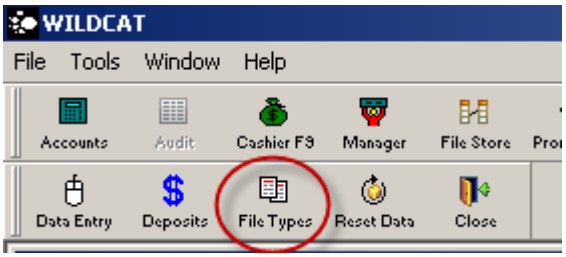


Note the type of 'delimiter' – space, tab, comma (i.e what is used to separate the columns)

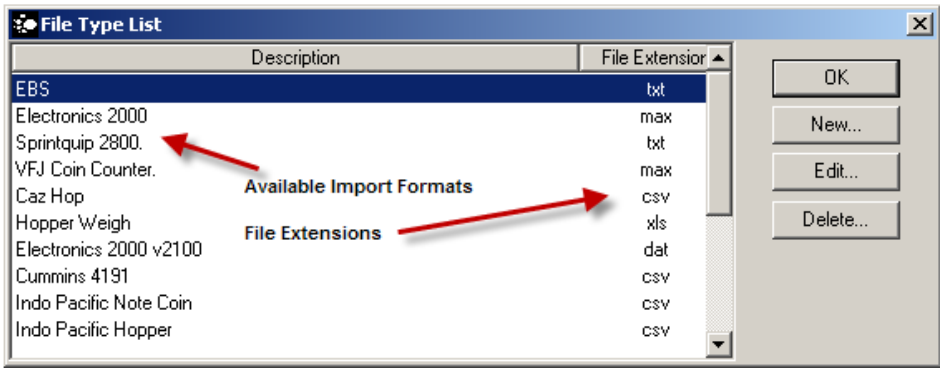
This information will be used to create the import file format in Wildcat.

Be advised that the above file example **WILL NOT WORK** as the file has extra lines between each machine number. Either remove these (using the delete key) or request that the output file from the scales/counter be amended for future use.

Open Wildcat and click ACCOUNTS. At this screen click FILE TYPES:

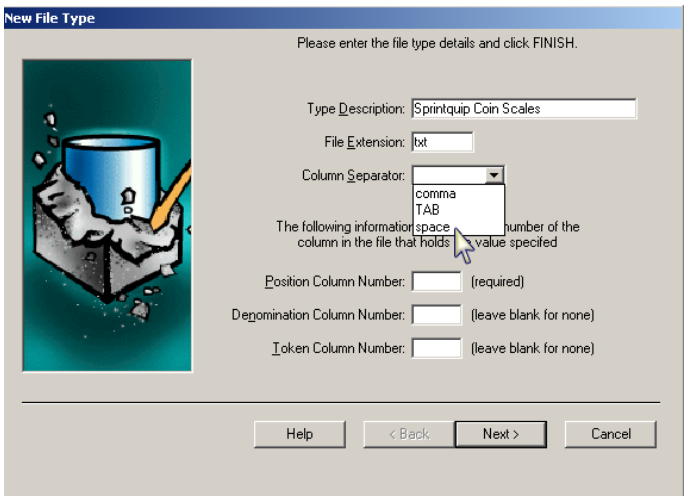


Check the available File Formats as one may already exist for the import file:



Select the description and click EDIT to view the format in more detail.

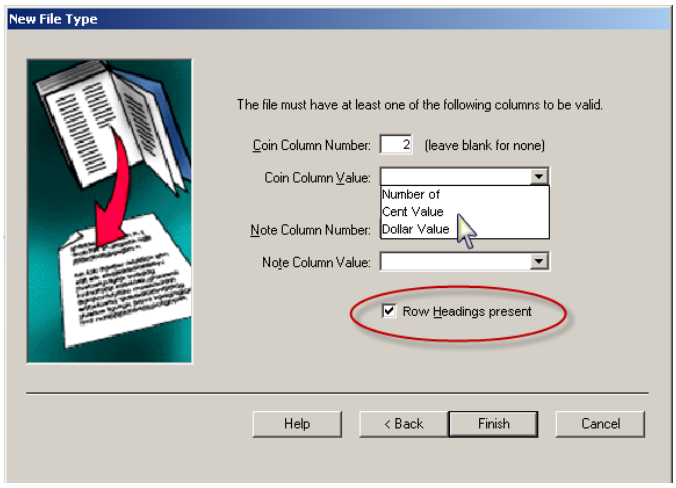
If you can't find a format that fits the import file click NEW and create the new format based on the information from the sample import file.



Field Descriptions:

Type Description	Name of the Format
File Extension	output file type
Column Separator	how the columns are separated in the file
Position Column Number	the column showing the machine position number
Denomination Column Number	the column showing the denomination (if used)
Token Column Number	the column showing the Token of the machine (if used)

Click NEXT. Indicate in this screen the column from which the coins or notes will be imported and the Value Type:



If the file has heading at the top of each column place a tick in the ROW HEADINGS PRESENT box. Click FINISH.

7.12.2 Import Process One – COMport Import

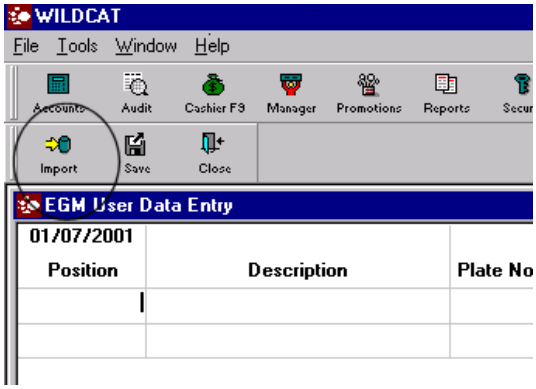
This device is hard coded into the software of Wildcat and recognises the data structure being sent to it. There is no further configuration required by the venue when venues are using this device.

The device is plugged into a COMport on the back of the management PC. Take note of the COMport in which the device has been plugged. During the wizard the user has to select which COMport they have attached the device to.

After a coin clearance has been performed and monetary amount stored in the scales, the user plugs the device into the COMport on the management PC and selects Accounts/Data Entry.

Enter which date the clearance is for and the field that is being imported i.e.: coins or hopper level.

The user then selects the import selection on the toolbar.



Complete the Data Import Wizard that appears.

The following information will be required to complete the wizard.

Type of data to be imported:
Coins, Note Clearance, closing hopper levels
Import Source:
3rd Party device (choose device being used)
COMport:
The COMport that the device is connected to.

If all steps are completely successful, the wizard will re-appear with the words IMPORT SUCCESSFUL.

The wizard should close automatically at this stage.

The screen will then show the data extracted from the device in the following format.

EGM User Data Entry Meters For: 06/12/2005

Position	Description	Plate No.	Denomination	Coins Clearance Metered	Coin Clearance Actual	Variance
1	HEART OF GOLD-V	59593	1c	$0.00	$.00	$0.00
2	RED BARON-V	64600	1c	$19.00	$19.00	$0.00
3	15 LIONS-V	64605	1c	$0.00	$.00	$0.00
4	QUEEN OF THE NILE 500 Q-V	31579	1c	$0.00	$.00	$0.00
5	SPRING CARNIVAL-V	64604	1c	$0.00	$.00	$0.00
6	ASIAN PRINCESS-V	64599	1c	$0.00	$.00	$0.00
7	CHOY SUN DOA-V	64601	1c	$0.00	$.00	$0.00

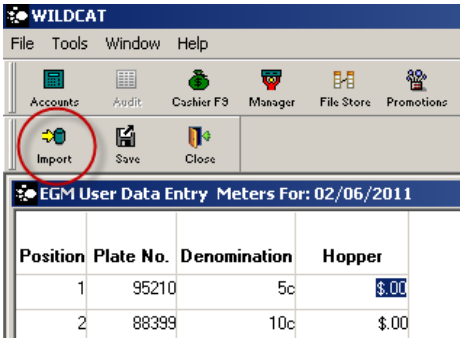
Clicking SAVE will import these figures into the system.

7.12.3 Process Two - Import from File

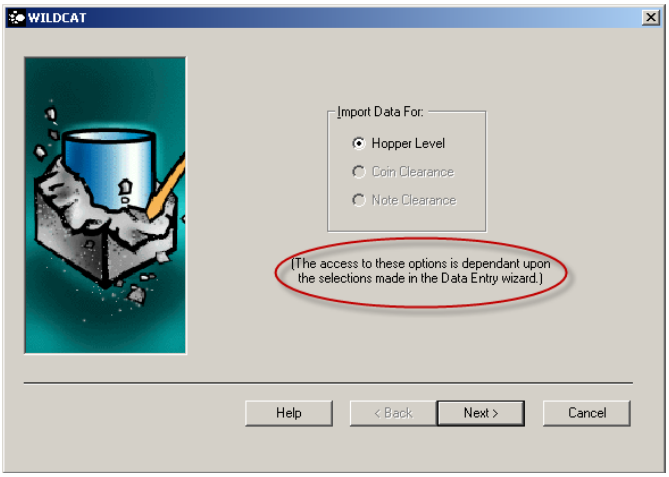
Wildcat will import any file type from a coin or note counting device. The file types are configured at Maxgaming after sample files are sent from your venue for verification.

Once a file type is defined it is available to all venues using Data Import.

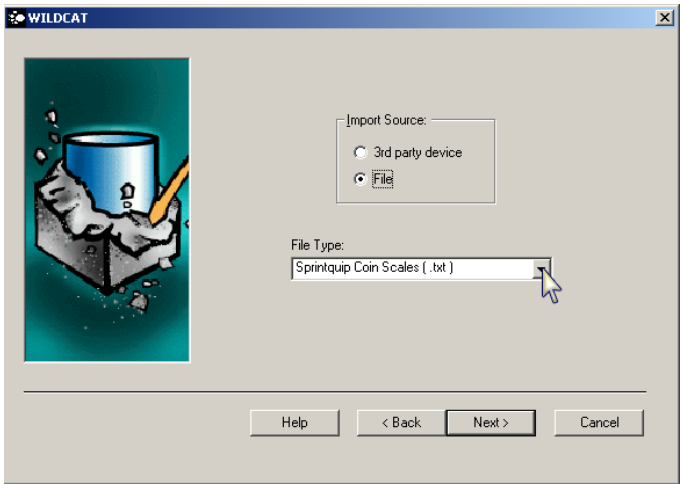
Click ACCOUNTS/DATA ENTRY and complete data entry fields as per normal. At the top left of the screen click IMPORT.



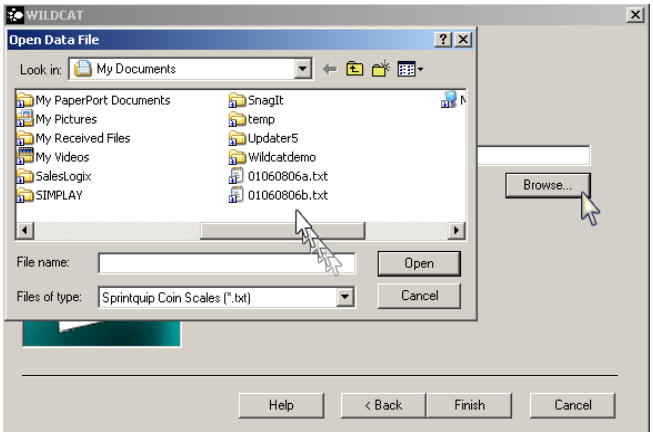
Complete the fields as required:



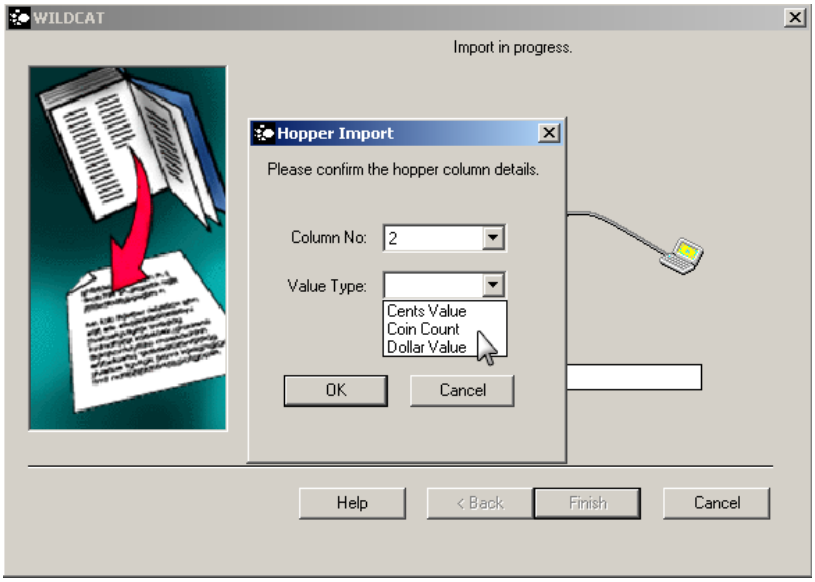
Click Next. Choose IMPORT SOURCE as FILE.



Click NEXT and BROWSE for the output file:

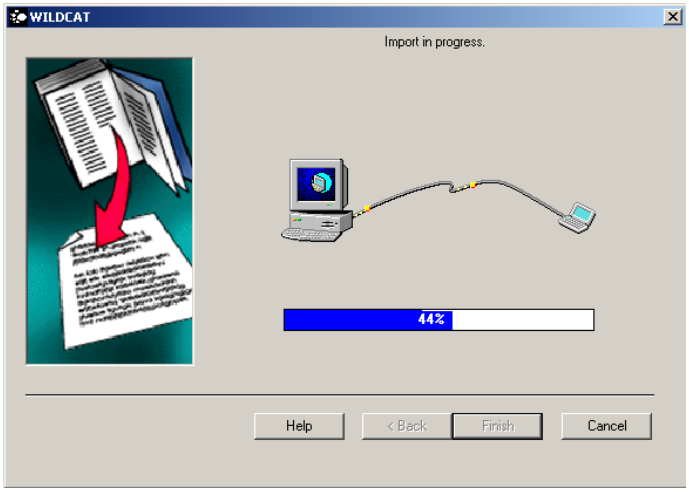


Once the file is selected click OPEN then FINISH to begin the import. At this screen confirm the Column Details:

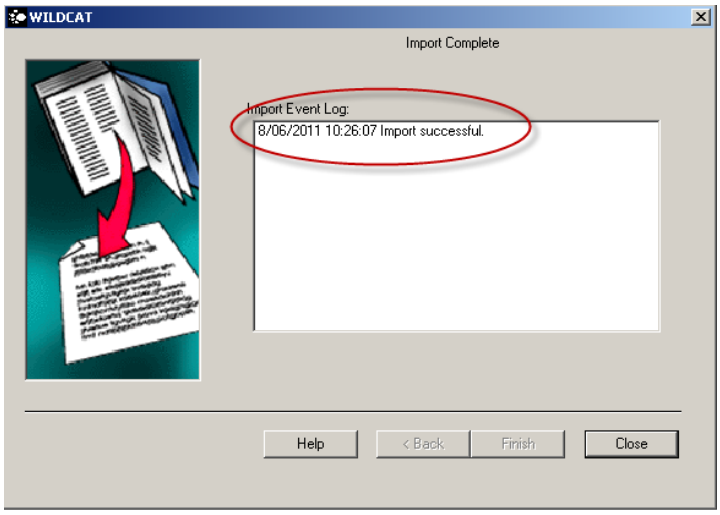


Click OK.

The following screen gives a status of the import:



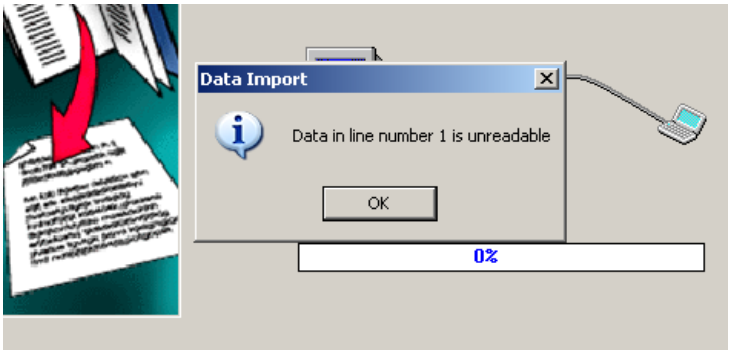
You should see the information importing at the left of the screen. Once the import is finished Wildcat will launch the Import Event Log for any errors or omissions:



Click CLOSE and SAVE the data as per normal data entry processes.

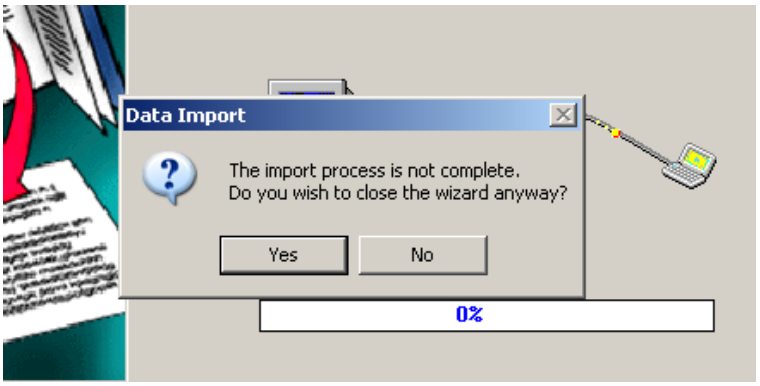
7.12.4 Errors When Importing Data

Always check the Import Event Log for any errors that appear. The following are examples of what can stop an import file process.



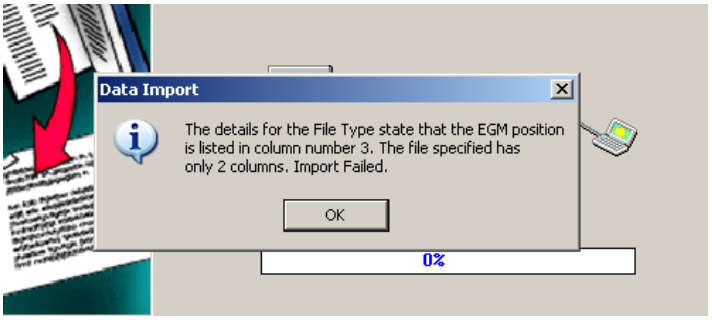
Click OK on the error.

Click YES on the following prompt.

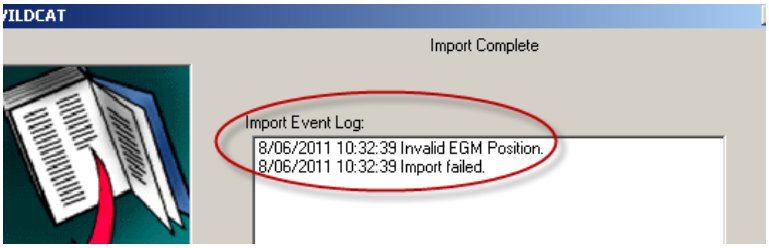


DATE IN LINE NUMBER 1 IS UNREADABLE:
Edit the Import File Format and check column numbers and delimiter selections.

COLUMN ERROR

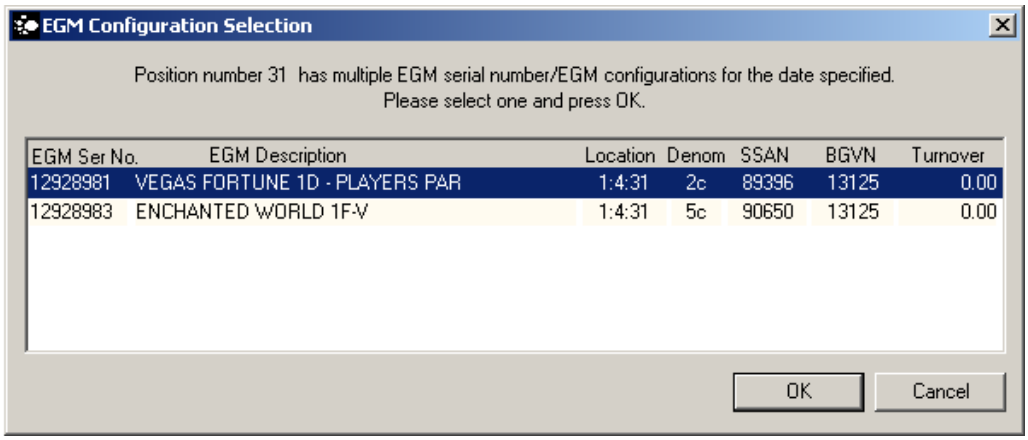

Data Import
The details for the File Type state that the EGM position is listed in column number 3. The file specified has only 2 columns. Import Failed.
OK
0%

Click OK and the Import Event Log will display:



Click CLOSE. Edit the Import File Format and re-assign the column numbers.

MULTIPLE POSITIONS
In this case, choose the EGM that relates to this value (usually the older machine)


EGM Configuration Selection
Position number 31 has multiple EGM serial number/EGM configurations for the date specified.
Please select one and press OK.
EGM Ser No. EGM Description Location Denom SSAN BGVN Turnover
12928981 VEGAS FORTUNE 1D - PLAYERS PAR 1:4:31 2c 89396 13125 0.00
12928983 ENCHANTED WORLD 1F-V 1:4:31 5c 90650 13125 0.00
OK
Cancel

8 Venue Gaming Activities (Conversions/Game Changes)

The following information can be used as a guide as to what must occur on venue regarding gaming machine movements and acquisitions.

8.1 No Clearance for Conversions

With regards to conversions, each venue can choose whether anything is to happen to the physical machine. For instance, the technician will perform the conversion as per normal but there is no need to clear the machine of money.

If you choose NOT to clear machines then ongoing data entry will be completed through Wildcat as per usual but **all** Regulatory Reporting (for End of Month) **MUST** be viewed on the Maxgaming Website (www.Maxgaming.com.au). **There is no exception to this rule.**

8.1.1 Ongoing Data Entry for Conversions

After the next clearance data entry will be entered as normal. It is important to note that where the data entry screen shows multiple records for the conversions, the clearance amount is to be entered into **ONE RECORD ONLY (Do not split amounts)**. See the example shown below:

EGM User Data Entry Meters For: 25/08/2010

Position	Description	Plate No.	Denomination	Coins Clearance Metered	Coin Clearance Actual	Variance	Notes Metered	Notes Actual	Variance
107	CLEOPATRA'S GOLD-V	107128	1c	$12.00	$12.00	$0.00	$160.00	$160.00	$0.00
108	AZTEC'S TREASURE-V	107129	5c	$0.00	$.00	$0.00	$0.00	$.00	$0.00
108	CRYSTAL WATERS-V	107129	5c	$0.00	$.00	$0.00	$135.00	$135.00	$0.00
108	AZTEC'S TREASURE-V	107129	1c	$0.00	$.00	$0.00	$80.00	$80.00	$0.00
109	AZTEC'S TREASURE-V	107127	5c	$0.00	$.00	$0.00	$180.00	$180.00	$0.00

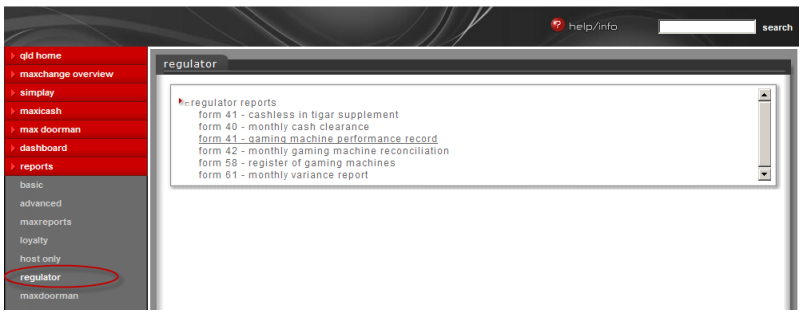
There are three records for EGM #108 – choose one of the records that shows a metered value (it doesn't matter which one) and type the amount of the clearance. DO NOT use a record that shows a zero value across the row (see crossed out record above).

Ignore any red variance amounts that show– the most important part of this data entry is that the amount you actually cleared from the machine (as shown on your Cash Clearance Report) is the amount that has been entered into Wildcat. These rules apply to the hopper weigh at the end of the week/month also.

Save the data entry as per normal.

8.2 To View End of Week/Month Reporting

If your venue has chosen not to clear machines for conversions then all regulatory reporting **MUST** be viewed and printed online at www.Maxgaming.com.au. If variances are found the data entry adjustments are again made via Wildcat but the results are viewed online.



Clearance Prior to Conversion

If your venue chooses to continue clearing machines prior to conversions, then procedures do not change – Data entry and reports are all generated through Wildcat as per usual.

8.3 Game or Denomination Conversions/RAM Clears (Clearances)

The following steps are to be used as a guide only for conversions (game and denomination) and RAM Clears. Please refer to any existing venue procedures prior to activities.

1. Clear the machines of coins and notes. Note down the amounts on the Regulatory Form 40 – Cash Clearance Report;

2. This step must be completed for conversions, though it is not necessary to weigh the hoppers for a RAM Clear. If it is part of normal procedure then weigh the hoppers and note amounts on either Regulatory Form 40 – Cash Clearance Report or standard Hopper Weigh spreadsheet. Empty the coin from the hoppers;

3. Enter all the above information into Wildcat Data Entry for cash and note clearances (the coin from the hopper is entered as coin clearance – add to the existing coins for a total amount) for the date of trade - if the clearance occurred at 7:45am on the 8th then the date for data entry would be the 7th.

4. Enter any outstanding manual payments for the machine (if any);

5. Generate the Form 42 in Wildcat using the start date of 1st of the Month and the current day (or day of conversions) as the end date.

6. Check the WIN VARIANCE columns for any unusual variances (as per normal End of Month procedures), investigate and correct or explain.

When the new game or denomination conversions have been completed by the gaming technician, each machine will need to have $160 put into the hopper, a refill recorded on the machine and a voucher will need to be generate manually through Wildcat.

The machines are now ready for play.

8.4 Replacements/ Interchanges

8.4.1 What is a Replacement?

This is where an existing machine moves to a previously non-existent position (e.g. machine increase or gaming room renovations)

8.4.2 What is an Interchange?

This is where an existing machine is being moved to an existing position on the floor.

The only configuration changes to be made to these machines will be made from Maxgaming Head Office and aside from the physical movement of the machine, no other steps need to be taken.

8.5 New Machines

Record a refill on the machine, put $160 into the hopper and manually print a hopper refill voucher is all that is required.

8.6 Updating the Floor View

Once the machines are online you will need to update the floor plan. The new machines will show on the Floor View in the top left of the screen. You may find that the new machines will be 'sitting' on top of each other and will require you to drag them into free space (with the computer mouse).

Using the mouse position the machines as per the new floor plan and click SAVE to save the move to the new position..

9 Reports

The Wildcat program has been designed to assist Maxgaming venues with their gaming reporting and analysis requirements. All gaming venues will have installed a Site Controller; a computer that will read the meters for each machine. The Wildcat software uses these meter reads to gather information and generate performance reports for analysis by the venue.

There are a large number of reports available with a large variety of information in the Wildcat program – not all are listed in this user manual. For more information on what reports are available it is recommended to log into Wildcat and go through the reports for familiarity.

Some of the more useful reports are details in the the section **Common Reports to Generate On Venue**.

9.1 Moving Reports from Wildcat to Website

For ease of access many of the reports in Wildcat will slowly be moved to the Maxgaming website. The enables users to generate reports anywhere in the world as long as they have internet access (and a Maxgaming User ID). This will be a slow migration and every effort will be made to notify Maxgaming customers as this happens.

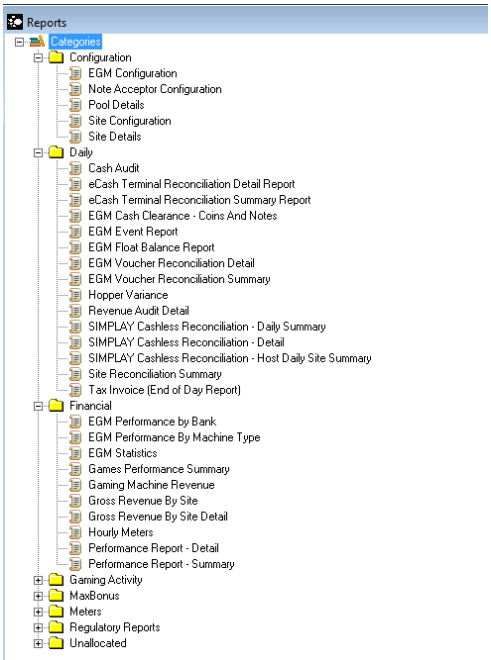
Clicking on a report in Wildcat that has been moved to the website will show this prompt:

If the computer has internet access clicking the link will take the user directly to the website.

9.2 Accessing Wildcat Reports

Single click on Reports icon on the toolbar. Double click on the Yellow Folder (Category) to open or click one on the + at the left of the folder.

The Reports in each Category will display.



9.3 Personalising Reports Folders

To personalise your Wildcat reports you can create folders and move the most used reports for ease of access to the folder created. This is a local change only – if your venue has multiple Wildcat computers, these changes will only appear on the computer where the change was made.

Note that reports CANNOT be deleted. Folders can be deleted and any reports in the deleted folder will be moved to the UNALLOCATED folder.

9.3.1 Moving Reports to Other Folders

- Using the mouse drag and drop the Report onto the required Folder name.
- To remove from a folder, drag and drop to another folder.

9.3.2 Create A New Folder

- Single click on any Folder name.
- Single Right click.
- Single click on New.
- A 'New Category' Folder will display at the bottom of the folder list.
- Re-name the new Folder.

9.3.3 Rename A Folder

- Click and hold onto the folder name for approximately 2 seconds and release.
- In the highlighted area type in the name for the new folder.
- Press ENTER or click off the folder.

The Folder has now been renamed.

9.3.4 Delete a Folder

- Single click on the Folder name.
- Single Right click.
- Single click on Delete.
- The Folder will disappear.

Reports CANNOT be deleted. Any Reports in the deleted Folder will automatically go to the UNALLOCATED Folder.

9.3.5 Returning to Default Folders/Categories

This is used to return Wildcat reports and folders back to original default settings.

- Single click on Tools on the toolbar.
- Single click on Reset to Default Categories.
- Single click on YES to confirm.

The Reports will return to their default folders.

9.4 Report Wizards

Reports have several 'wizards', in which the User indicates the information they wish to view. Another name for wizards are Dialogue boxes.

The following wizards (Dialogue Boxes) are consistent in most reports.

9.4.1 Date/Time Wizard

The automatic default is 6.00am of the previous day to 6.00am of the current day (this parameter will take all events and meters for the entire trading day – including anything that occurs after 12 midnight).

9.4.1.1 Changing the Date

1. Single click on down arrow (next to the Start Date).
2. A Calendar displaying the current month will drop down and the current Day and Date will be highlighted.
3. Single click on the date required. If another month is required, single click on the arrow in the top left corner, for a month prior to the current (each time the arrow is clicked, the calendar will go back one month).
4. Single click on the down arrow to lock the date in.
5. Repeat to change End Date (use the arrow next to the End Date).

FOOTNOTE: Remember to change the End Date if you are backdating, as the system will search for all information within the time span indicated.

9.4.1.2 Changing the Time

Click on the arrows on the right hand side of the Time Box. Single click on the up arrow to go forward in time e.g. 2 clicks would take you forward to 8.00am.

Single click on the down arrow to go back in time e.g. 2 clicks would take you to 4.00am.

The clock is set in 24 hour time only. If you need a report for 4pm, then 16:00 should show in the time box.

9.4.2 All or Specify Wizard

Using this wizard you can choose all events or specify certain events chosen by you the automatic default is All Events available).

1. Single click on the Specify box to choose event types.
2. Single click to highlight the Event required (to select more than one Event at a time, hold the CTRL key down each time).
3. Release CTRL and click on NEXT.
4. (Single click on All option to de-select specific Events)

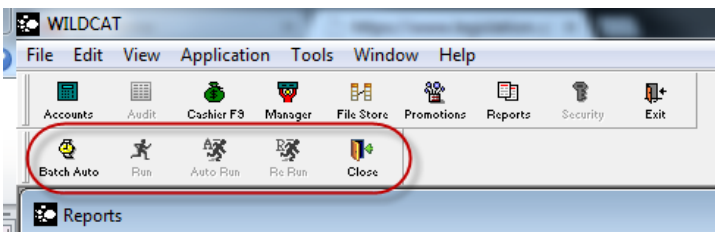
9.4.3 Selecting A Specific Machine

This wizard allows the user to specify particular machine/s for a report. The user can specify by either the serial number of the machine or by floor, bank or position number (position number is recommended)

When selecting by serial number, multiple machines can be specified by separating each machine by a comma. If selecting by position, only one machine can be selected. If fields are left blank, the report will generate for the entire venue.

9.5 Report Options

In Reports, the following icons display on the toolbar:



Batch Auto: Reports automatically generated at a pre-set time.
Run: Report generated with user specified parameters.
Auto Run: Report generated using default settings.
Re Run: Report generated using the last parameters specified.

9.5.1 Batch Auto

To automatically print Reports at a pre-set time each day single click on Batch Auto icon on the toolbar. For more information see Printing Options

9.5.2 Run

- Click on the Report required.
- Click the Run icon on the toolbar.
- Set parameters as required.
- Click on FINISH to generate Report.

9.5.3 Auto Run

- Click on the Report required.
- Click the Auto Run icon on the toolbar.
- The Report will be generated using the program default settings.

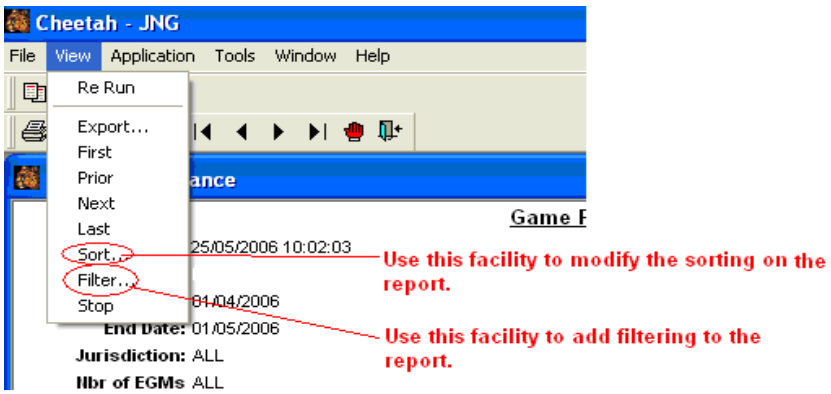
9.5.4 Re Run

- Click on the Report required.
- Clickon the Re Run icon.
- The Report will be generated using the same parameters as the last time the Report was run.

9.6 Sort and Filter Function in Reports

Within Wildcat there is an additional function to sort and filter data in a more meaningful way for users once the report has been generated.

These functions are available under the View option.



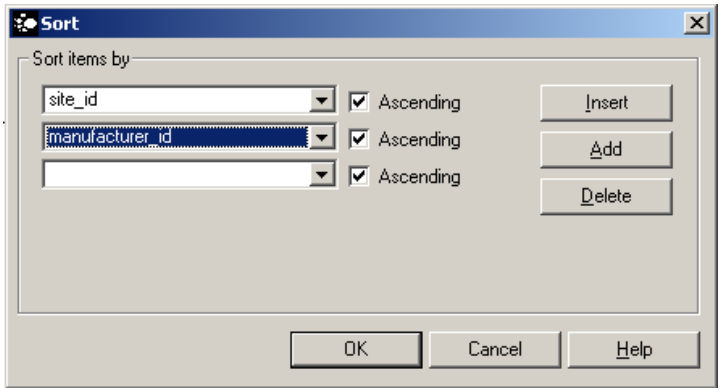
Export: Allows the report to be exported and saved into another format.
First, Prior, Next and Last: Relates to the page being displayed.
Sort: Enables an enhanced sort facility
Filter: Enables a filtering facility.

9.6.1 Sorting

All reports have certain default sort criteria but some will allow you to sort by clicking on column headings. Clicking the column heading again will sort in the oppovenue manner e.g. descending rather than ascending.

If the report you are viewing doesn't sort by clicking the column heading you will need to use the SORT function.

At the top of the screen (after the report has displayed) click VIEW then SORT. In the drop down box choose the column by which to sort the information:



Multiple sort criteria is available to allow greater functionality with regard to the format of the report.

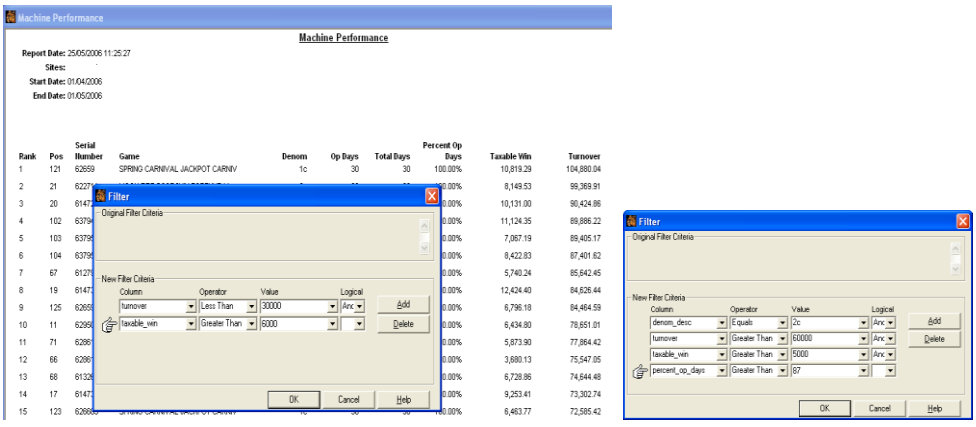
Click the add button and choose the column to be sorted, it will default to ascending order, click the ascending flag off to have it sorted descending.

In the example above, the report will be sorted by Venue_ID ascending (in numerical order) then by Manufacturer_ID ascending (numerical order) with the third option awaiting a selection.

9.6.2 Filtering

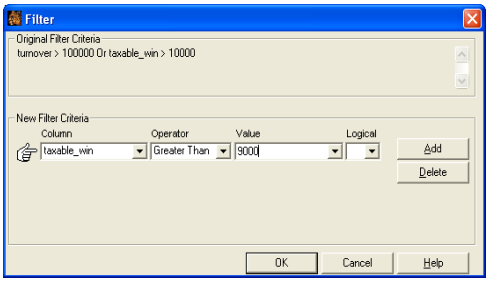
Filtering allows for condensed reports to display only the information relevant to the task.

The example shown below filters for machines with turnover less than $30,000 but with taxable win greater than $6,000.



The number of filtering parameters you choose is entirely up to you e.g. choose Aristocrat machines that were available for 50% of the op days that had more than $60,000 in turnover but only $5,000 in taxable win in a 2c denomination or choose machines that were available for at least 87% of the op days that had more than $60,000 in turnover and $5,000 in taxable win in a 2c denomination (see above right).

Filtering also has a 'or' command so you can filter where turnover is greater that $100,000 or taxable win is greater than $10,000.



Clicking the re-filtering option will allow the re-filtering of a report and display the original Filter criteria. For example, the above report was re-filtered on $9,000 taxable win as the $10,000 report did not return enough results to perform a valid comparison.

9.7 Printing Options

Once the Report has been generated and/or filtered or sorted, the following icons display on the toolbar.

For venues wishing to have multiple printers on the same PC It is now possible to set one printer for reports (known as the 'default' printer) and a thermal printer just for cashier. The PC will need 2 printer ports or 1 printer port and an additional printer using a USB connection in order to achieve this. The cashier printer is set through the Cashier module.

9.7.1 Batch Printing

Batch printing allows the user to have reports printed automatically at a predetermined time – for instance they can be sitting on the printer when staff arrive to open for trade. Wildcat needs to be signed on at all times for the reports to be printed in this way.

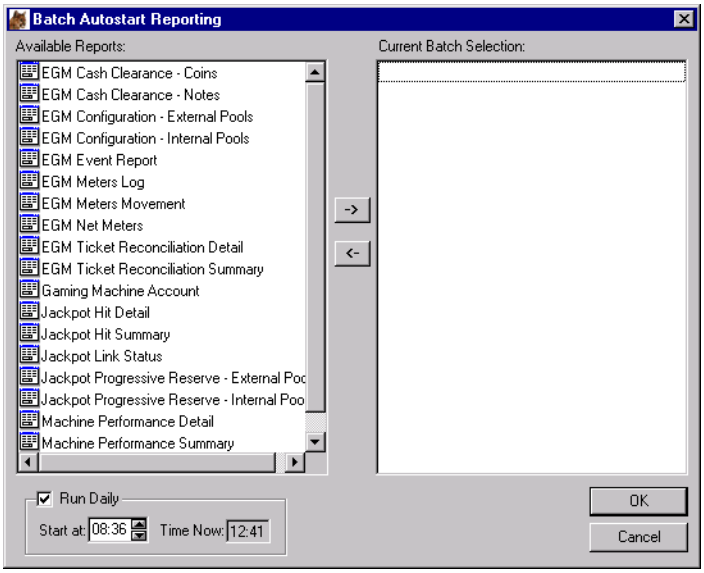
Cilck on Reports. At the left of the screen is an icon BATCH PRINT. Click to display the batching screen.

Double click on Reports required for printing (under 'Available Reports') and they will appear under 'Current Batch Selections'.

OR

Select the report required for printing and click on the → key located in the centre on the Batch Autostart Reporting box. This will place the report in the current batch selection.

The system default printing time is set at 6.00 am. The time can be changed by the user.



9.7.2 Print

Single click the Print icon on the toolbar and a print dialogue box will appear.

9.7.3 Print Preview

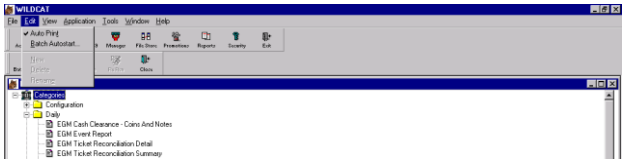
This is used to preview a report as it will be printed. By clicking on this icon, it will make multiple pages easier to view on the screen and will keep titles of columns stationary while the pages scroll. A blue frame around the report indicates the report is in PREVIEW.

Single click on Print Preview icon on the toolbar. Use the up and down scroll bar to preview the Report.

9.7.4 Auto Print

This function will automatically print any report immediately after generation.

1. Click on Edit on the toolbar.
2. Click on Auto Print. A tick will appear. This activates the function



9.7.4.1 To Deactivate Auto Print.

1. Single click on Auto Print again.
2. The tick will disappear. This will deactivate the function.

9.7.5 Page Setup

When a Report has been produced and before printing, you can select Page Setup to alter the size or source of the paper.

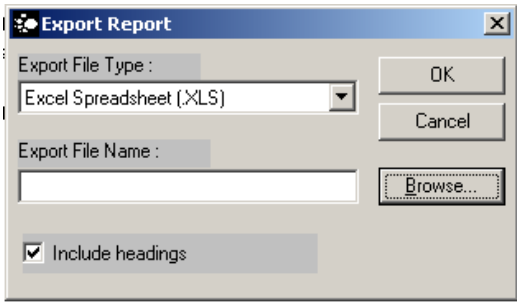
1. Click on File on the toolbar.
2. Select Page Setup.
3. Make changes to the page setup and then click OK to confirm the changes.

9.8 Exporting Reports

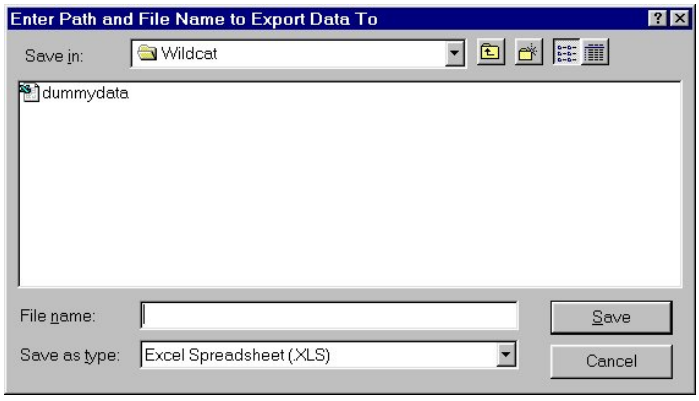
This function is used to export data to a different drive or folder.

Generate the report as per normal procedures. Single click on Export icon on the toolbar:

In this screen the user can choose the file type to export (system defaults to excel worksheet):



Now choose BROWSE and tell Wildcat where you would like this report to export:



Single click on down arrow to locate Drive required. Enter File Name in the File Name field.

Single click the SAVE button and the drive, folder and File Name selected will display in the Export File Name field

Click the OK button and the the data has been exported.

To view exported report, open application; locate drive and folder and open file name.

It is important to note that if exporting reports locally to a Maxgaming owned computer, should the computer be replaced due to fault or damage ALL EXPORTS will be lost.

9.9 Common Reports to Generate on Venue

The use of available reports is directly dependant on your venue's reporting requirements. It is quite possible to only used a fraction of these reports.

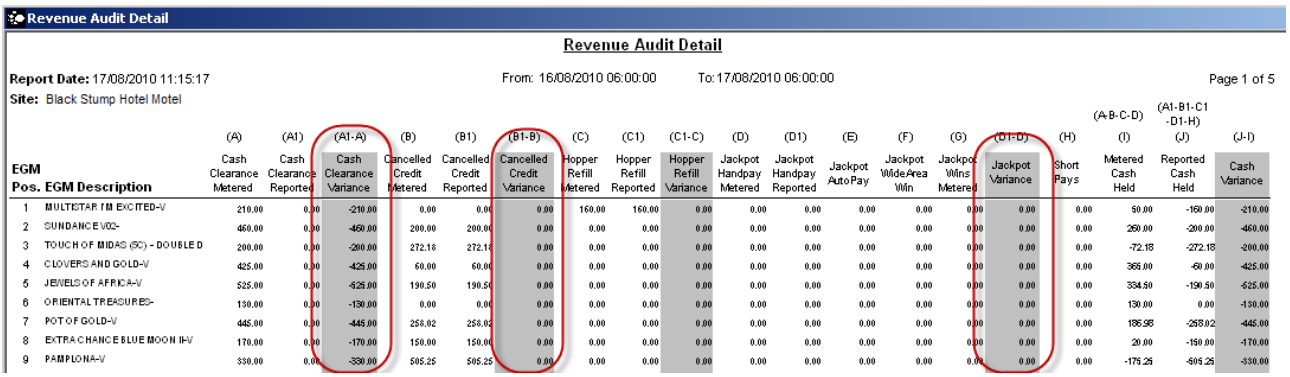
Following is a selection of the most popular reports described in detail. After this selection you will find a brief description of other reports available.

9.9.1 Revenue Audit Detail

Basic Description: Shows any variances between actual figures and metered figures regarding cash clearances, cancel credits, hopper refills and jackpots.

Modifications: Can be sorted by month or specific dates and times.

Benefits To Venue: Shows all variances in grey columms immediately to be fixed or explained.



Revenue Audit Detail

Revenue Audit Detail

Report Date: 17/08/2010 11:15:17 From: 16/08/2010 06:00:00 To: 17/08/2010 06:00:00 Page 1 of 5

Site: Black Stump Hotel Motel

EGM Pos.	EGM Description	(A) Cash Clearance Metered	(A1) Cash Clearance Reported	(A1-A) Cash Clearance Variance	(B) Cancelled Credit Metered	(B1) Cancelled Credit Reported	(B1-B) Cancelled Credit Variance	(C) Hopper Refill Metered	(C1) Hopper Refill Reported	(C1-C) Hopper Refill Variance	(D) Jackpot Handpay Metered	(D1) Jackpot Handpay Reported	(E) Jackpot Auto Pay	(F) Jackpot Wide Area Win	(G) Jackpot Wins Metered	(D1-D) Jackpot Variance	(H) Short Pays	(A-B-C-D) (I) Metered Cash Held	(A1-B1-C1-D1-H) (J) Reported Cash Held	(J-I) Cash Variance
1	MULTISTAR I'M EXCITED-V	210.00	0.00	-210.00	0.00	0.00	0.00	160.00	160.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	$0.00	-160.00	-210.00
2	SUNDANCE V02-	460.00	0.00	-460.00	200.00	200.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	260.00	-200.00	-460.00
3	TOUCH OF MIDAS (5C) - DOUBLE D	200.00	0.00	-200.00	272.18	272.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-72.18	-272.18	-200.00
4	CLOVERS AND GOLD-V	425.00	0.00	-425.00	60.00	60.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	365.00	-60.00	-425.00
5	JEWELS OF AFRICA-V	525.00	0.00	-525.00	190.50	190.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	334.50	-190.50	-525.00
6	ORIENTAL TREASURES-	130.00	0.00	-130.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	130.00	0.00	-130.00
7	POT OF GOLD-V	445.00	0.00	-445.00	258.02	258.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	186.98	-258.02	-445.00
8	EXTRA CHANCE BLUE MOON IH-V	170.00	0.00	-170.00	150.00	150.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.00	-150.00	-170.00
9	PAMPLONA-V	330.00	0.00	-330.00	505.25	505.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-175.25	-505.25	-330.00

Field Descriptions:

EGM Pos: EGM position at venue.

EGM Description: Title of EGM game.

Cash Clearance Metered: Metered cash clearance amounts

Cash Clearance Reported: Cash clearance amounts entered through Accounts.

Cash Clearance Variance: The difference between metered and entered amounts (shaded).

Cancelled Credit Metered: Metered cancelled credits amount.

Cancelled Credit Reported: Cancelled credits amounts entered through Accounts.

Cancel Credit Variance: The difference between metered and entered amounts (shaded).

Hopper Refill Metered: Metered hopper fill amounts.

Hopper Refill Reported: Hopper fills entered through Accounts.

Hopper Refill Variance: The difference between metered and entered amounts (shaded).

Jackpot Handpay Metered: Metered Handpays.

Jackpot Handpay Reported: Handpays entered through Accounts.

Jackpot Autopay: Metered Autopays.

Jackpot Wide Area Wins: Money Train wins.

Jackpot Wins Metered: Metered Jackpot wins.

Jackpot Variance: The difference between Metered and reported handpays (shaded).

Short Pays: Short pays entered through Accounts.

Metered Cash Held: Metered Cash Clearances minus all metered payouts.

Reported Cash Held: All entered cash clearances minus all entered payouts.

Cash Variance: The difference between metered and reported amounts (shaded).

9.9.2 EGM Cash Clearance – Coins and Notes

Basic Description: Compares the Metered Value to the Actual Cash Clearance amount. The Metered Value is taken from the EGM Meters Log. The Actual Value comes from the actual clearing of coins/notes from the EGM being entered via the Accounts menu. This report will sort information by machine positions.

Modifications: Can be sorted by Date and Time Frame, specific or all EGMs (these can be specified by serial number or floor/bank/position numbers.)

Benefits To Venue: Splits coin clearance and note clearances. Verification that actual amount of money cleared from the EGM is equal to metered amount.

EGM Cash Clearance - All

Report Date:08/12/2005 11:27:56 **From:**07/12/2005 06:00:00 **Until:**08/12/2005 06:00:00 Page 1 of 1

EGMs: All

		EGM CASH CLEARANCE - COINS			EGM CASH CLEARANCE - NOTES			TOTALS (Coins and Notes)		
Location	Serial No.	Metered Coin Value ($)	Actual Coin Value ($)	Coin Var ($)	Metered Notes Value ($)	Actual Notes Value ($)	Notes Var ($)	Total Metered Value ($)	Total Actual Value ($)	Total Var ($)
1.1.1	00604998	0.00	0.00	0.00	215.00	0.00	-215.00	215.00	0.00	-215.00
1.1.2	09907530	0.00	0.00	0.00	975.00	0.00	-975.00	975.00	0.00	-975.00
1.1.3	09907634	0.00	0.00	0.00	185.00	0.00	-185.00	185.00	0.00	-185.00
1.1.4	00600678	0.00	0.00	0.00	100.00	0.00	-100.00	100.00	0.00	-100.00

The Fields in this report are as follows:

Location: EGM location listed as Floor, Bank, Position number.

Serial No: EGM Serial Number.

Metered Coin Value ($): The dollar value of Coins diverted to the cash box (taken from Net Meters)

Actual Coin Value ($): The dollar value of Coins actually cleared from cash box and as input by the user via Accounts.

Coin Var ($): The dollar value of the variance between Metered and Actual Coin.

Metered Notes Value ($): The dollar value of notes inserted into the note acceptor (taken from the net meters).

Actual Notes Value ($): The dollar value of actual notes cleared from note stacker and as input by the user via Accounts.

Notes Var ($): The dollar value of the variance between Metered and Actual Notes.

Total Metered Value ($): The dollar value of Notes and Coins inserted into the note acceptor /diverted to the Cash box (taken from net meters).

Total Actual Value ($): The dollar value of Notes and Coins cleared from the note acceptor and the Cash Box and as input by the user via Accounts.

Total Var ($): The dollar value of the variance between Metered and Actual Notes and Coins.

9.9.3 Hopper Variance

The Hopper Variance report can assist with Win Variances by identifying differences between expected and actual hopper levels. Hopper Levels are affected by diverter faults, Hopper Fill discrepancies and instances where loose coin in the base of the EGM is reported in the incorrect area (hopper or cashbox).

A variance explanation has been provided at the bottom of this report to assist Manager's in reconciliation and investigating any discrepancies.

The report can be run for an entire month or on a daily basis, however, to be accurate the hopper level must be entered in Wildcat via Accounts Data Entry prior to the report being produced.

For the example shown below Hoppers were weighed before trade on the 1st June 2004, Hoppers were then weighed again on 3rd June prior to trade along with a Coin and Note Clearance. The coin and note clearance data was entered for the 2nd June and the Opening Hoppers for the 3rd June (as per normal data entry procedures).

A Hopper Variance report can now be generated for the period 1 June to 3 June.

Hopper Variance

Report Date: 18/06/2004 12:31:06 Page 1 of 5
Sites: Club Hotel
Start Date: 01/06/2004
End Date: 03/06/2004

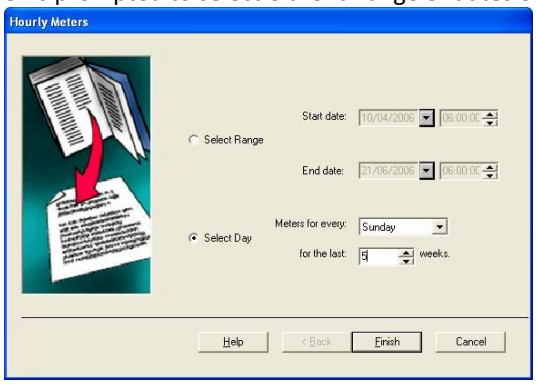
Site: Club Hotel

									Cashbox			Close Hopper			Win		
Pos	Serial Number	Game	Denom	Open Hopper	Coins In	Hopper Fills	Coins Out	Reported	Metered	Variance	Reported	Expected	Variance	Reported	Metered	Variance
1	607524	QUEEN OF THE NILE 500 Q-V	1c	281.00	443.00	0.00	374.00	0.00	0.00	0.00	349.00	350.00	-1.00	433.00	444.00	-11.00
2	627087	CHOY SUN DOA-V	1c	265.00	190.00	0.00	188.00	0.00	0.00	0.00	267.00	267.00	0.00	-63.00	-63.00	0.00
3	627496	RUBY MAGIC-V	1c	266.00	176.00	0.00	188.00	0.00	0.00	0.00	253.00	254.00	-1.00	122.00	123.00	-1.00
4	627085	SPRING CARNIVAL-V	1c	255.00	238.00	0.00	251.00	0.00	0.00	0.00	242.00	242.00	0.00	-160.80	-160.80	0.00
5	627086	SHOW ME THE MONEY-V	1c	447.00	200.00	0.00	206.00	0.00	0.00	0.00	440.00	441.00	-1.00	123.00	124.00	-1.00
6	636250	CHOY SUN DOA JACKPOT CARNIVAL-	1c	296.00	339.00	0.00	322.00	0.00	0.00	0.00	313.00	313.00	0.00	666.86	666.86	0.00
7	631674	SPRING CARNIVAL JACKPOT CARNIV	1c	332.00	1,220.00	0.00	1,136.00	114.00	114.00	0.00	301.00	302.00	-1.00	782.84	783.84	-1.00
8	631669	SPRING CARNIVAL JACKPOT CARNIV	1c	209.00	587.00	0.00	512.00	0.00	0.00	0.00	284.00	284.00	0.00	946.62	946.62	0.00
9	631671	KAKADU DREAMING JACKPOT CARNIV	1c	140.00	414.00	160.00	440.00	40.00	40.00	0.00	230.00	234.00	-4.00	439.00	443.00	-4.00
10	631670	RED BARON JACKPOT CARNIVAL-V	1c	182.00	585.00	0.00	661.00	0.00	0.00	0.00	105.00	106.00	-1.00	-327.05	-326.05	-1.00
11	631672	SPRING CARNIVAL JACKPOT CARNIV	1c	309.00	500.00	0.00	577.00	175.00	175.00	0.00	57.00	57.00	0.00	769.59	769.59	0.00
12	631673	SPRING CARNIVAL JACKPOT CARNIV	1c	101.00	926.00	0.00	846.00	0.00	0.00	0.00	181.00	181.00	0.00	12.71	12.71	0.00
13	632718	JAILBIRD MR CASHMAN-V	1c	210.00	304.00	0.00	317.00	0.00	0.00	0.00	197.00	197.00	0.00	575.87	575.87	0.00
14	632717	AFRICAN DUSK MR CASHMAN-V	1c	132.00	274.00	0.00	349.00	0.00	0.00	0.00	56.00	57.00	-1.00	674.00	675.00	-1.00
15	633308	AFRICAN DUSK MR CASHMAN-V	1c	178.00	276.00	0.00	259.00	0.00	0.00	0.00	195.00	195.00	0.00	187.00	187.00	0.00
16	633309	JAILBIRD MR CASHMAN-V	1c	191.00	273.00	0.00	323.00	0.00	0.00	0.00	142.00	141.00	1.00	277.60	276.60	1.00
29	613254	QUEEN OF THE NILE MONEY TRAIN-	2c	537.00	474.00	0.00	378.00	82.00	84.00	2.00	551.00	549.00	2.00	444.83	444.83	0.00
118	1723343	GREAT ESCAPES CLASSIC DOUBLE 8	1c	83.00	567.00	0.00	557.00	0.00	0.00	0.00	94.00	93.00	1.00	401.00	400.00	1.00
				22,767.00	38,626.00	3,520.00	38,629.00	3,634.00	4,141.00	507.00	22,747.00	22,143.00	604.00	31,003.10	30,986.10	17.00

9.9.4 Hourly Meters report

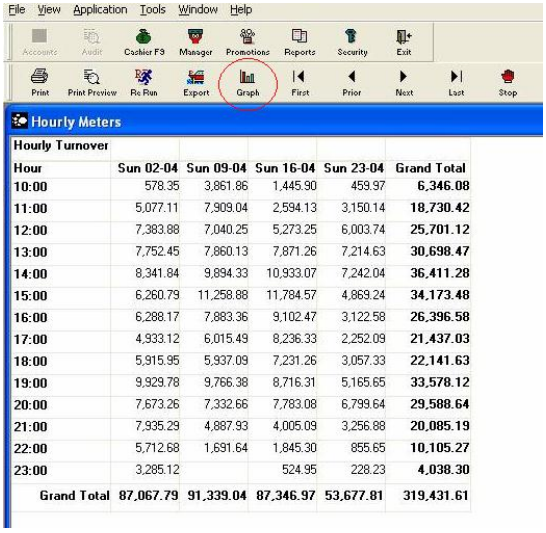
The Hourly meters report allows users to compare data to identify slow and busy trading periods. It is also a useful tool to see how a particular promotion raised turnover e.g. look at every Tuesday for the last 6 weeks compared to this Tuesday when a 'grocery grab' promotion was run.

When generating the report the user is prompted to select either a range of dates or a specific day.



Choosing a range of dates will display all the days in the range broken down by hourly turnover. Choosing a specific day eg. Sunday will only return the hourly turnover for each Sunday chosen.

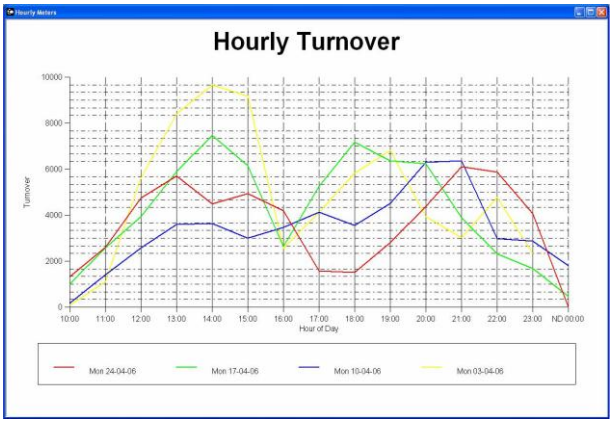
A report in table format will be shown with the data arranged in hourly blocks.


File View Application Tools Window Help
Accounts Audit Cashier F9 Manager Promotions Reports Security Exit
Print Print Preview Re Run Export Graph First Prior Next Last Stop
Hourly Meters

Hourly Turnover

Hour	Sun 02-04	Sun 09-04	Sun 16-04	Sun 23-04	Grand Total
10:00	578.35	3,861.86	1,445.90	459.97	**6,346.08**
11:00	5,077.11	7,909.04	2,594.13	3,150.14	**18,730.42**
12:00	7,383.88	7,040.25	5,273.25	6,003.74	**25,701.12**
13:00	7,752.45	7,860.13	7,871.26	7,214.63	**30,698.47**
14:00	8,341.84	9,894.33	10,933.07	7,242.04	**36,411.28**
15:00	6,260.79	11,258.88	11,784.57	4,869.24	**34,173.48**
16:00	6,288.17	7,883.36	9,102.47	3,122.58	**26,396.58**
17:00	4,933.12	6,015.49	8,236.33	2,252.09	**21,437.03**
18:00	5,915.95	5,937.09	7,231.26	3,057.33	**22,141.63**
19:00	9,929.78	9,766.38	8,716.31	5,165.65	**33,578.12**
20:00	7,673.26	7,332.66	7,783.08	6,799.64	**29,588.64**
21:00	7,935.29	4,887.93	4,005.09	3,256.88	**20,085.19**
22:00	5,712.68	1,691.64	1,845.30	855.65	**10,105.27**
23:00	3,285.12		524.95	228.23	**4,038.30**
Grand Total	**87,067.79**	**91,339.04**	**87,346.97**	**53,677.81**	**319,431.61**

Clicking on the Graph button at the top of the screen will convert this to a graph for easy comparison of days/hours. A mouse hover over any point will reveal the accurate value at the point in the graph.

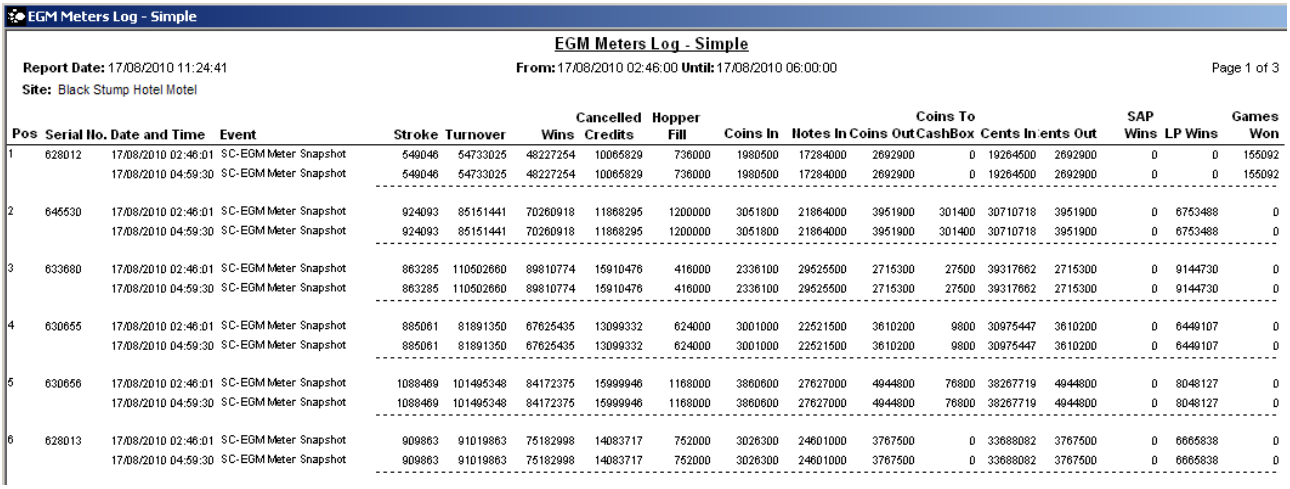


9.9.5 EGM Meters Log - Simple

Basic Description: The EGM Meters Log shows the raw meters taken from EGMs and then converted to monetary value. It separates each EGM by a dotted line and sorts the initial report by position number.

Modifications: Can also be sorted by Date and Time Frame, Event types and serial numbers.

Benefits to Venue: This report gives a detailed list of updated meters and can be viewed to determine incremental values. The line separating machines makes the report easier to read.



EGM Meters Log - Simple

EGM Meters Log - Simple

Report Date: 17/08/2010 11:24:41 **From:** 17/08/2010 02:46:00 **Until:** 17/08/2010 06:00:00 Page 1 of 3

Site: Black Stump Hotel Motel

Pos	Serial No.	Date and Time	Event	Stroke	Turnover	Wins	Cancelled Credits	Hopper Fill	Coins In	Notes In	Coins Out	Coins To CashBox	Cents In	ents Out	SAP Wins	LP Wins	Games Won
1	628012	17/08/2010 02:46:01	SC-EGM Meter Snapshot	549046	54733025	48227254	10065829	736000	1980500	17284000	2692900	0	19264500	2692900	0	0	155092
		17/08/2010 04:59:30	SC-EGM Meter Snapshot	549046	54733025	48227254	10065829	736000	1980500	17284000	2692900	0	19264500	2692900	0	0	155092
2	645530	17/08/2010 02:46:01	SC-EGM Meter Snapshot	924093	85151441	70260918	11868295	1200000	3051800	21864000	3951900	301400	30710718	3951900	0	6753488	0
		17/08/2010 04:59:30	SC-EGM Meter Snapshot	924093	85151441	70260918	11868295	1200000	3051800	21864000	3951900	301400	30710718	3951900	0	6753488	0
3	633680	17/08/2010 02:46:01	SC-EGM Meter Snapshot	863285	110502660	89810774	15910476	416000	2336100	29525500	2715300	27500	39317662	2715300	0	9144730	0
		17/08/2010 04:59:30	SC-EGM Meter Snapshot	863285	110502660	89810774	15910476	416000	2336100	29525500	2715300	27500	39317662	2715300	0	9144730	0
4	630655	17/08/2010 02:46:01	SC-EGM Meter Snapshot	885061	81891350	67625435	13099332	624000	3001000	22521500	3610200	9800	30975447	3610200	0	6449107	0
		17/08/2010 04:59:30	SC-EGM Meter Snapshot	885061	81891350	67625435	13099332	624000	3001000	22521500	3610200	9800	30975447	3610200	0	6449107	0
5	630656	17/08/2010 02:46:01	SC-EGM Meter Snapshot	1088469	101495348	84172375	15999946	1168000	3860600	27627000	4944800	76800	38267719	4944800	0	8048127	0
		17/08/2010 04:59:30	SC-EGM Meter Snapshot	1088469	101495348	84172375	15999946	1168000	3860600	27627000	4944800	76800	38267719	4944800	0	8048127	0
6	628013	17/08/2010 02:46:01	SC-EGM Meter Snapshot	909863	91019863	75182998	14083717	752000	3026300	24601000	3767500	0	33688082	3767500	0	6665838	0
		17/08/2010 04:59:30	SC-EGM Meter Snapshot	909863	91019863	75182998	14083717	752000	3026300	24601000	3767500	0	33688082	3767500	0	6665838	0

Field Descriptions:

Venue: Name of Venue.
Position No: House Position of the EGM.
Serial No: EGM Serial number.
Date and Time: Date and Time of the Event.
Stroke: Number of Games.
Turnover: Coins Bet.
Wins: Coins Won.
CanCred: Cancel Credits or Manual Pays.
Hopp Fill: Hopper Fill.
Coins In: Coins into the machines.
Notes In: Notes into the machines.
Coins Out: Credits out of the EGM.
Coins To Cashbox: Coins that have been diverted to the Cashbox.
Cents In: Credits in to the machine
Cents Out: Credits out of the machine
SAP Wins: Standalone Progressive Wins.
LP Wins: Linked Progressive Wins.

If looking for meters regarding banknote insertion, generate the Meters Log – Advanced report.

9.9.6 Performance Report – Detail

Basic Description: Shows performance details based on denomination, manufacturer or machine type.

Modifications: Can be sorted by Date and Time Frame, manufacturer, denomination or machine type. Can also be viewed as a graph using the graphing function.

Benefits To Venue: Venue is able to analyse which manufacturers, denominations or machine types are most popular. It also shows the operational days of each machine to indicate if the machine has not been on the gaming floor for the whole period requested.

Performance Report - Detail

Report Date: 09/06/2006 09:17:02 **From:** 01/05/2006 06:00:00 **Until:** 01/06/2006 06:00:00

Site: Test Site

Location	Serial No.	Denom.	J'	Description	Operational Days	$ Turnover	$ Wins	$ Gross Revenue	No of Machines	% of all Machines on Site	% of Turnover on Site
Live Machines											
Denomination: 1c											
1	5132	1c		SPRING CARNIVAL-V	31	39,213.16	33,446.00	5,767.16	1	12.50%	10.04%
1	5115	1c		KING OF THE NILE-V	31	62,590.65	52,755.93	9,834.72	1	12.50%	16.02%
1	3866	1c		BUCCANEER-V	31	66,022.16	58,102.61	7,919.55	1	12.50%	16.90%
1	0095	1c		WILD EAGLE (20 LINES MAX BET 5	31	61,522.69	59,165.93	2,356.76	1	12.50%	15.75%
1	0575	1c		MAJOR MONEY & THE OUTBACK ADVE	31	38,168.60	33,564.05	4,604.55	1	12.50%	9.77%
1	6303	1c		WHERE'S THE GOLD-V	31	48,650.88	41,836.75	6,814.13	1	12.50%	12.46%
1	3867	1c		RED BARON-V	31	45,963.83	47,139.60	-1,175.77	1	12.50%	11.77%
Total for Denomination:		**1c**				**362,131.97**	**326,010.87**	**36,121.10**	**7**	**87.50%**	**92.71%**
Denomination: 5c											
1 1 1	01722618	5c		TOUCH OF MIDAS (5C) - DOUBLE D	31	28,461.55	25,479.84	2,981.71	1	12.50%	7.29%
Total for Denomination:		**5c**				**28,461.55**	**25,479.84**	**2,981.71**	**1**	**12.50%**	**7.29%**
Total for Live Machines						**390,593.52**	**351,490.71**	**39,102.81**	**8**	**100.00%**	**100.00%**
Total for Test Site						**390,593.52**	**351,490.71**	**39,102.81**	**8**	**100.00%**	**100.00%**
Grand Totals						**390,593.52**	**351,490.71**	**39,102.81**	**8**		

The information needed to generate this report is derived from the following:

Turnover: Directly from the EGM Meters
Wins: Directly from the EGM Meters
Gross Revenue: Turnover – Wins = Gross Revenue
No. of Machines: From Venue Configuration/Set up

Field Descriptions:

$ Turnover: Dollar value of coins won, then played.
$ Wins: Dollar value of coins won.
$ Gross Revenue: Turnover - Wins
No of Machines: Number of EGMs on venue.
% of all Machines: Percentage of all EGMs at the Venue.
% of all Turnover on Venue: Percentage of coins won, then played, at the Venue.
% Gross Revenue on Venue: Percentage of gross revenue at the Venue.

This report can also be sorted by denomination, manufacturer identity or machine type. The automatic default is denomination.

A summary of this information can be displayed by generating a Performance Summary (Performance Report – Summary) Report.

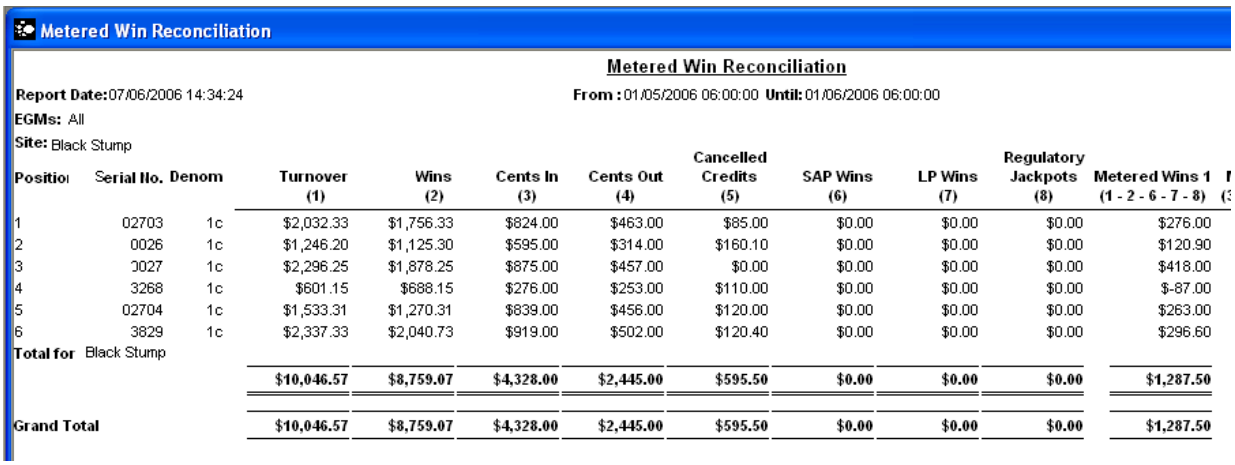
The report will list individual EGMs if the 'Show details' checkbox is ticked.

9.9.7 Metered Win Reconciliation

Basic Description: This report uses the same information as the EGM Net Meters Report. It shows revenue figures for each EGM.

Modifications: Can be sorted by Date and Time Frame and specific or all EGMs at the venue.

Benefits To Venue: This report is mostly used by venues to calculate the amount of Gaming Tax to be paid and is also an indication of Revenue. It also compares the 2 ways to calculate Metered Win and gives a variance.



Metered Win Reconciliation

Metered Win Reconciliation

Report Date: 07/06/2006 14:34:24 **From :** 01/05/2006 06:00:00 **Until:** 01/06/2006 06:00:00
EGMs: All
Site: Black Stump

Positio	Serial No.	Denom	Turnover (1)	Wins (2)	Cents In (3)	Cents Out (4)	Cancelled Credits (5)	SAP Wins (6)	LP Wins (7)	Regulatory Jackpots (8)	Metered Wins 1 (1 - 2 - 6 - 7 - 8)	
1	02703	1c	$2,032.33	$1,756.33	$824.00	$463.00	$85.00	$0.00	$0.00	$0.00	$276.00	
2	0026	1c	$1,246.20	$1,125.30	$595.00	$314.00	$160.10	$0.00	$0.00	$0.00	$120.90	
3	0027	1c	$2,296.25	$1,878.25	$875.00	$457.00	$0.00	$0.00	$0.00	$0.00	$418.00	
4	3268	1c	$601.15	$688.15	$276.00	$253.00	$110.00	$0.00	$0.00	$0.00	$-87.00	
5	02704	1c	$1,533.31	$1,270.31	$839.00	$456.00	$120.00	$0.00	$0.00	$0.00	$263.00	
6	3829	1c	$2,337.33	$2,040.73	$919.00	$502.00	$120.40	$0.00	$0.00	$0.00	$296.60	
Total for	Black Stump		**$10,046.57**	**$8,759.07**	**$4,328.00**	**$2,445.00**	**$595.50**	**$0.00**	**$0.00**	**$0.00**	**$1,287.50**	
Grand Total			**$10,046.57**	**$8,759.07**	**$4,328.00**	**$2,445.00**	**$595.50**	**$0.00**	**$0.00**	**$0.00**	**$1,287.50**	

Field Descriptions:

Location: Position of EGM.
Serial No.: EGM serial number.
Denom: EGM denomination.
Turnover: Dollar value of coins won then played.
Wins: Dollar value of coins won.
Cents In: Credits into the EGM.
Cents In: Credits out of the EGM.
CanCred: Dollar value of cancel credits or manual pays.
SAP Wins: Dollar value of wins on a Standalone Progressive Jackpot.
LP Wins: Dollar value of win on a Linked Progressive Jackpot.
Metered Win 1: Turnover – Wins – SAP Wins – LP Wins
Metered Win 2: Cents In - Cents Out – Cancel Credits – SAP Wins – LP Wins.
Variance: Calculated difference between Metered Win 1 and Metered Win 2.

9.9.8 EGM Event Report

Basic Description: Any incident that occurs on an EGM is recorded as an event.
Modifications: Can be sorted by date, time frames and specific or all events at venue.
Benefits To Venue: This report is used mostly to check current or previous events on a specific EGM.

EGM Event Report

Report Date: 27/06/2000 15:31:06 Page 1 of 1
LMO: JNG **Events From:** 27/06/2000 10:26:49 **Until:** 27/06/2000 15:26:49 **Events last received at:** 27/06/00 14:14:34
EGMs: All **Event Types:** All
Sites:

Site	Serial No.	Date and Time	Seq	Code	Event	Additional Data
876	00600683	27/06/2000 12:38:17	00B4	1003	Cancel Credit	$60.00
		27/06/2000 12:40:23	00B5	2001	Lockup Acknowledged/Cleared	
876	00600684	27/06/2000 13:02:57	00B1	1003	Cancel Credit	$66.00
		27/06/2000 13:06:56	00B2	2001	Lockup Acknowledged/Cleared	
876	00600690	27/06/2000 13:53:23	0020	2010	EGM Main Door Opened	
		27/06/2000 13:53:26	**0000**	**0000**	**JTP_UpdatedEGMMeters**	
		27/06/2000 13:54:58	0021	2011	EGM Main Door Closed	
876	00604994	27/06/2000 10:44:25	0043	1003	Cancel Credit	$190.00
		27/06/2000 10:47:18	0044	2001	Lockup Acknowledged/Cleared	
		27/06/2000 10:50:01	**0000**	**0000**	**JTP_EGMEventsPurged**	
		27/06/2000 11:13:19	0045	1003	Cancel Credit	$285.00
		27/06/2000 11:15:41	0046	2001	Lockup Acknowledged/Cleared	

Field Descriptions:

Location: Floor, Bank and Position of EGM.
Serial No.: EGM serial number.
Turnover: Dollar value of coins won then played.
Wins: Dollar value of coins won.
Cents In: Credits into the EGM.
Cents In: Credits out of the EGM.
CanCred: Dollar value of cancel credits or manual pays.
SAP Wins: Dollar value of wins on a Standalone Progressive Jackpot.
LP Wins: Dollar value of win on a Linked Progressive Jackpot.
Metered Win 1: Turnover – Wins – SAP Wins – LP Wins
Metered Win 2: Cents In - Cents Out – Cancel Credits – SAP Wins – LP Wins.
Variance: Calculated difference between Metered Win 1 and Metered Win 2.

9.9.9 Cash Audit

The Cash Audit Report provides a method for balancing the cash in and cash out for each of EGM on a daily/weekly/ monthly basis.

To be accurate the hopper level must be entered in Wildcat via Accounts Data Entry prior to the report being produced.

The Cash Audit looks at coins in and out of the top(hopper) and bottom(cashbox) of the machine and will show variances for each.

As with the Hopper Variance Report it can be run monthly or daily depending on when clearances are performed and hoppers weighed.

Due to the number of columns on the report and the large values involved the totals at the end of the report are listed down the page.

			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
										A+B+C+D-E-F-G			I-H	J-H	J-I		
Pos	Serial Number	Game	Open Hopper	Turnover	Reported Refills	Cancelled Credits	Wins	Cashless Credit In	Close Hopper	Cash Available	Cashbox Metered	Cashbox Reported	Variance Top	Variance Total	Variance Cashbox	Variance CC Pays	Short Pays
1	607524	QUEEN OF THE NILE 500 Q-V	443.00	28,417.35	0.00	2,107.99	23,474.34	0.00	281.00	7,213.00	7,215.00	7,230.00	2.00	17.00	15.00	0.00	0.00
2	627087	CHOY SUN DOA-V	295.00	26,906.01	0.00	2,510.39	22,447.40	0.00	285.00	6,999.00	7,000.00	7,000.00	1.00	1.00	0.00	0.00	0.00
3	627486	RUBY MAGIC-V	154.00	19,047.02	0.00	2,586.86	16,893.88	0.00	268.00	4,828.00	4,830.00	4,830.00	2.00	2.00	0.00	0.00	0.00
4	627085	SPRING CARNIVAL-V	269.00	33,587.10	320.00	1,888.81	27,178.71	0.00	255.00	8,431.00	8,430.00	8,430.00	-1.00	-1.00	0.00	0.00	0.00
5	627086	SHOW ME THE MONEY-V	248.00	28,171.39	160.00	1,560.73	22,089.12	0.00	447.00	7,604.00	7,602.00	7,602.00	-2.00	-2.00	0.00	0.00	0.00
6	636250	CHOY SUN DOA JACKPOT CARNIV	164.00	59,589.34	800.00	8,826.83	49,767.01	4,320.16	298.00	14,997.00	14,990.00	14,990.00	-7.00	-7.00	0.00	0.00	0.00
7	631674	SPRING CARNIVAL JACKPOT CARN	152.00	117,213.59	160.00	15,376.75	94,564.87	9,199.47	332.00	28,806.00	28,806.00	28,806.00	0.00	0.00	0.00	0.00	0.00
8	631669	SPRING CARNIVAL JACKPOT CARN	347.00	94,351.09	160.00	10,061.36	75,731.16	6,686.29	209.00	22,293.00	22,293.00	22,293.00	0.00	0.00	0.00	0.00	0.00
9	631671	MAHADU DREAMING JACKPOT CAR	125.00	72,628.14	800.00	6,781.01	58,446.24	5,180.91	140.00	16,557.00	16,557.00	16,557.00	0.00	0.00	0.00	0.00	0.00
10	631670	RED BARON JACKPOT CARNIVAL-V	221.00	69,395.64	320.00	8,709.08	56,762.01	5,349.71	182.00	16,342.00	16,342.00	16,342.00	0.00	0.00	0.00	0.00	0.00
11	631672	SPRING CARNIVAL JACKPOT CARN	187.00	83,894.55	160.00	7,444.79	68,282.39	4,911.95	309.00	18,203.00	18,203.00	18,203.00	0.00	0.00	0.00	0.00	0.00
12	631673	SPRING CARNIVAL JACKPOT CARN	151.00	95,763.92	1,120.00	10,961.86	80,123.33	7,513.45	101.00	20,259.00	20,253.00	20,253.00	-6.00	-6.00	0.00	-0.32	0.00
13	632718	JAILBIRD MR CASHMAN-V	43.00	57,966.23	480.00	6,192.35	55,007.58	0.00	210.00	9,464.00	9,458.00	9,458.00	-6.00	-6.00	0.00	0.00	0.00

Totals	
Open Hopper:	21,157.00
Turnover:	4,602,923.44
Reported Refills:	61,600.00
Cancelled Credits:	504,884.09
Wins:	3,912,756.55
Cashless Credit In:	121,809.98
Close Hopper:	22,767.00
Cash Available:	1,133,231.00
Cashbox Metered:	1,133,311.00
Cashbox Reported:	1,133,098.00
Variance Top:	80.00
Variance Total:	-133.00
Variance Cashbox:	-213.00
Variance CC Pays:	119.33
Short Pays:	0.00

Variance Explanations:

1. Variance Top (K)

If variance amount is similar to $160, check reported Hopper Fills. Eg: If Variance is a $-160.00, it is likely that a Hopper Fill has been reported but was not physically put into the EGM. If variance is $160.00 then a Hopper Fill was physically put into the EGM and no voucher was created.

Opening or Closing Hopper value has been over/under stated (in this case the Win Variance will balance over 2 months).

Diverter fault – Top (K) and Cashbox (M) variances will balance. Diverter faults do not affect the Win Variance.

Variance Cashbox (M)

Diverter fault – Top (K) and Cashbox (M) variances will balance and Variance Total (L) will be nil. Diverter faults do not affect the Win Variance.

Check for discrepancies in Note and Coin Clearances during the report period.

(iii) EGM may have been converted or disposed during the report period. In which case the Close Hopper will be zero. Total Variance (L) will also be correct.

9.9.10 EGM Float Balance Report

Basic Description: This report will include only cashier tickets that were redeemed in the period specified in the report. The report will also group by the user that redeemed the tickets - this is especially useful for venues that are running two floats with separate management PCs or staff are being relieved by others and it is necessary to balance the till at each change of user.

Modifications: Date and time (report can be run daily, weekly or monthly).

Benefits to Venue: A simpler way to view all vouchers being redeemed for float checks and shift changeovers.

NOTE: This is not techinally a balance report and does not print well on a receipt printer (it can be used similar to the Voucher Reconciliation Summary Report).

EGM Float Balance Report

Report Date: 09/01/2002 **From:** 07/01/2002 06:00:00
Sites: Black Stump Club Hotel **Until:** 08/01/2002 06:00:00

	CANCEL CREDIT		HOPPER FILL		JACKPOT		Total Ticket Count	Total Amount
User	Ticket Count	Amount	Ticket Count	Amount	Ticket Count	Amount		
cash	171	20,518.03	12	1,920.00	2	2,348.53	185	24,786.56
Totals:	**171**	**20,518.03**	**12**	**1,920.00**	**2**	**2,348.53**	**185**	**24,786.56**

9.9.11 Gaming Cheques Reports

Basic Description: Lists the cheques that have been entered in Accounts.

Modifications: Three reports are available ranging from detailed to summary sorting by EGM or date.

Benefits to Venue: The ability to view the cheques written to patrons is beneficial to clubs attempting to balance banking whilst completing their Form 42 (Reconciliation Report) or Form 61 (Variances Report).

Gaming Cheques Report - Detail Page 1 of 1

Site: Black Stump Club Hotel **Report Date:** 25/02/2002 11:45:08 **From:** 01/01/2002 06:00:00 **Until:** 01/02/2002 06:00:00

Date of Cheque	EGM Position	EGM Serial Number	EGM Description	Amount
19/01/2002	37	611934	QUEEN OF THE NILE MONEY TRAIN-	$2536.99
20/01/2002	76	609981	DOLPHIN TREASURE HYPERLINK Q-V	$1221.69
			Total Gaming Cheques:	$3758.68

Gaming Cheques Report - Summary by EGM Page 1 of 1

Site: Black Stump Club Hotel **Report Date:** 25/02/2002 12:08:45 **From:** 01/01/2002 06:00:00 **Until:** 01/02/2002 06:00:00

EGM Position	EGM Serial Number	EGM Description	Amount
37	611934	QUEEN OF THE NILE MONEY TRAIN-	$2536.99
76	609981	DOLPHIN TREASURE HYPERLINK Q-V	$1221.69
		Total Gaming Cheques:	$3758.68

Gaming Cheques Report - Summary by Date Page 1 of 1

Site: Black Stump Club Hotel **Report Date:** 25/02/2002 11:50:46 **From:** 01/01/2002 06:00:00 **Until:** 01/02/2002 06:00:00

Date of Cheque	Amount
19/01/2002	$2536.99
20/01/2002	$1221.69
Total Gaming Cheques:	$3758.68

9.10 Jackpot Reports (For Venues with Jackpot Links)

9.10.1 Jackpot Hit Detail – External Pools

Basic Description: Displays the times that an external jackpot pool has been won, the amount and the EGM details.

Modifications: Can be sorted by date and time frame and all or specific external jackpot pools.

Benefits to Venue: Shows every hit for each External Pool selected, shows the value of the hit, EGM, Pool Type Number, time of hit etc. Also shows jackpot reset and maximum value with increment percentage.

9.10.2 Jackpot Hit Detail – Internal Pools

Basic Description: Displays the times that an internal jackpot pool has been won, the amount and the EGM details.

Modifications: Can be sorted by date and time frame and all or specific internal jackpot pools.

Benefits to Venue: Shows each hit for each Internal Pool selected, shows the value of the hit, EGM, Pool Type Number, time of hit etc. Also shows jackpot reset and maximum value with increment percentage.

9.10.3 Jackpot Hit Summary

Basic Description: Displays the total hits and amounts per machine.

Modifications: Can be sorted by date and time frame and all or specific External/Internal Jackpot pools.

Benefits to Venue: Shows a summarised version of Jackpot Hit Detail. This report lists the total of *all* amounts per EGM, not per hit.

9.10.4 Jackpot Link Status – External Pools

Basic Description: Shows all EGMs linked to the External Jackpot Pool

Modifications: Can be sorted by specifying External pools only.

Benefits to Venue: Ability to view EGMs and what pool they belong to.

9.10.5 Jackpot Link Status – Internal Pools

Basic Description: Shows all EGMs linked to the Internal Jackpot Pool

Modifications: Can be sorted by specifying Internal pools only.

Benefits to Venue: Ability to view EGMs and what pool they belong to.

9.10.6 Jackpot Performance – External

Basic Description: Displays various details about the performance of external jackpots (eg. Number of hits, total amount of payouts etc.).

Modifications: Can be sorted by Date and Time Frame, specific or all external pools.

Benefits To Venue: Venue can monitor effectiveness/popularity of each external jackpot.

9.10.7 Jackpot Performance – Internal

Basic Description: Displays various details about the performance of internal jackpots (eg. Number of hits, total amount of payouts etc.).

Modifications: Can be sorted by Date and Time Frame, specific or all internal pools.

Benefits To Venue: Venue can monitor effectiveness/popularity of each internal jackpot.

9.10.8 Progressive Activity Report Detail or Summary

Basic Description: Provides a method of calculating the estimated closing pool values.

9.10.9 Jackpot Progressive Reserve

Basic Description: Shows reset and maximum value of jackpot pools, increment percentage and current turnover amount, hit totals, jackpot totals and reserve amount.

Modifications: Can be sorted by date and time frame and specific or all external/internal pool types.

Benefits to Venue: The reserve amount is how much in turnover increments need to be held by venue in order to pay JP HIT + Startup Amount.

9.10.10 Jackpot Performance Detail

Basic Description: Looks at the performance of EGMs broken down to each level of jackpot.

Modifications: Can be sorted by date and time frames plus specific or all external pool types.

Benefits to Venue: It shows Turnover, Wins, Jackpot Wins, Wide Area Hits, Wide Area contributions and Metered Win with a total value at the base of each column.

9.10.11 Jackpot Progressive Reserve – Internal Pools

Basic Description: Shows reset and maximum value of internal jackpot pool, increment percentage and current turnover amount, hit totals, jackpot totals and reserve amount.
Modifications: Can be sorted by date and time frame and specific or all external pool types.
Benefits to Venue: Shows the reserve amount.

9.11 MaxBonus Reports

For more information in the MaxBonus Rewards functionality please contact your Maxgaming Account Manager or youcan request a brochure and/or manual from the Maxgaming Help Desk.

9.12 MyCash Reports

For more information regarding the information found in the MyCash reports please contact your Maxgaming Account Manager or refer to the MyCash User Guide found in the Maxgaming website.

9.13 MyTicket (TiTo) Reports

All reports relating to the MyTicket functionality MUST BE VIEWED via the Maxgaming website.

10 Regulatory Reports (OLGR Approved)

These reports are to be stored by the venue for a period of 5 years for OLGR audit purposes.

10.1.1 Form 40 - Cash Clearance Report

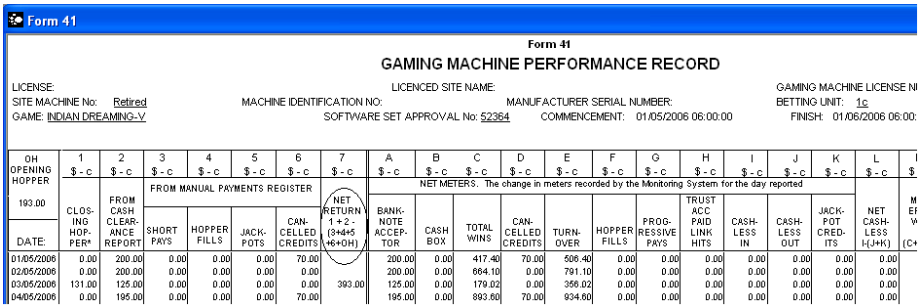
This report is generated using the information input into Wildcat by the user. The information is derived from the actual cash clearance performed by the staff on venue. The Cash Clearance report can be modified by the user to generate on a daily, weekly or monthly basis but it cannot be generated where is no information entered through data entry (i.e.it cannot be printed blank).

10.1.2 Form 41 – Gaming Machine Performance Record

This report balances each EGM on venue over the period of a month. It gives a comparison of Actual figures entered Vs. Metered information. The variances are compared and investigated if needed.

To satisfy OLGR requirements a Form 41 needs to be produced for each EGM every month. Where a conversion or denomination change has been done to an EGM the current Form 41 will be completed and a new Form 41 will commence.

This is a monthly report only. If generating on a weekly basis, ensure the report is generated before opening of trade of that day.



Form 41

Form 41

GAMING MACHINE PERFORMANCE RECORD

LICENSE: LICENCED SITE NAME: GAMING MACHINE LICENSE NI

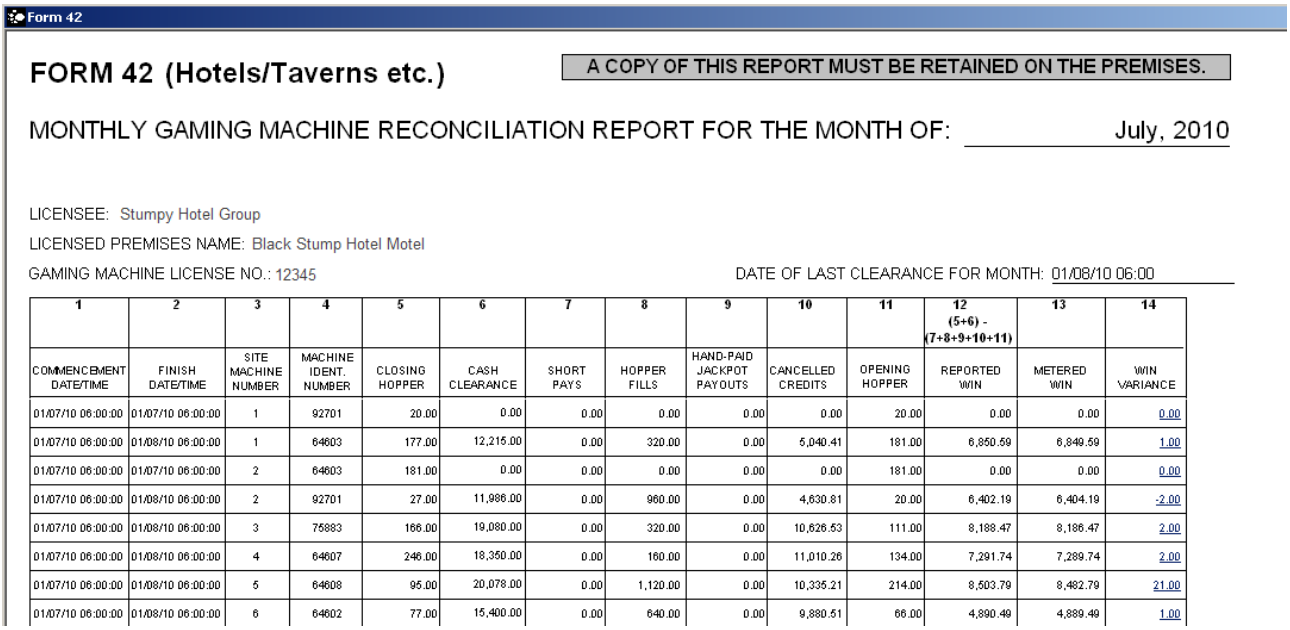
SITE MACHINE No: Retired MACHINE IDENTIFICATION NO: MANUFACTURER SERIAL NUMBER: BETTING UNIT: 1c

GAME: INDIAN DREAMING-V SOFTWARE SET APPROVAL No: 52364 COMMENCEMENT: 01/05/2006 06:00:00 FINISH: 01/06/2006 06:00:

OH OPENING HOPPER 193.00	1 $ - c	2 $ - c	3 $ - c	4 $ - c	5 $ - c	6 $ - c	7 $ - c	A $ - c	B $ - c	C $ - c	D $ - c	E $ - c	F $ - c	G $ - c	H $ - c	I $ - c	J $ - c	K $ - c	L $ - c	I $
			FROM MANUAL PAYMENTS REGISTER					NET METERS. The change in meters recorded by the Monitoring System for the day reported												
DATE:	CLOS-ING HOP-PER*	FROM CASH CLEAR-ANCE REPORT	SHORT PAYS	HOPPER FILLS	JACK-POTS	CAN-CELLED CREDITS	NET RETURN 1+2 - (3+4+5 +6+OH)	BANK-NOTE ACCEP-TOR	CASH BOX	TOTAL WINS	CAN-CELLED CREDITS	TURN-OVER	HOPPER FILLS	PROG-RESSIVE PAYS	TRUST ACC PAID LINK HITS	CASH-LESS IN	CASH-LESS OUT	JACK-POT CRED-ITS	NET CASH-LESS I-(J+K)	M EI W (C+
01/05/2006	0.00	200.00	0.00	0.00	0.00	70.00		200.00	0.00	417.40	70.00	506.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
02/05/2006	0.00	200.00	0.00	0.00	0.00	0.00		200.00	0.00	664.10	0.00	791.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
03/05/2006	131.00	125.00	0.00	0.00	0.00	0.00	393.00	125.00	0.00	179.02	0.00	356.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
04/05/2006	0.00	195.00	0.00	0.00	0.00	70.00		195.00	0.00	893.60	70.00	934.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

10.1.3 Form 42 - Monthly Gaming Reconciliation Report

Information that is displayed within this report consists of actual data. This actual data is input via Wildcat by the user. This report can be modified by the user to generate on a daily, weekly or monthly basis using the date filter screen.



Form 42

FORM 42 (Hotels/Taverns etc.)

A COPY OF THIS REPORT MUST BE RETAINED ON THE PREMISES.

MONTHLY GAMING MACHINE RECONCILIATION REPORT FOR THE MONTH OF: July, 2010

LICENSEE: Stumpy Hotel Group

LICENSED PREMISES NAME: Black Stump Hotel Motel

GAMING MACHINE LICENSE NO.: 12345

DATE OF LAST CLEARANCE FOR MONTH: 01/08/10 06:00

1	2	3	4	5	6	7	8	9	10	11	12 (5+6) - (7+8+9+10+11)	13	14
COMMENCEMENT DATE/TIME	FINISH DATE/TIME	SITE MACHINE NUMBER	MACHINE IDENT. NUMBER	CLOSING HOPPER	CASH CLEARANCE	SHORT PAYS	HOPPER FILLS	HAND-PAID JACKPOT PAYOUTS	CANCELLED CREDITS	OPENING HOPPER	REPORTED WIN	METERED WIN	WIN VARIANCE
01/07/10 06:00:00	01/07/10 06:00:00	1	92701	20.00	0.00	0.00	0.00	0.00	0.00	20.00	0.00	0.00	0.00
01/07/10 06:00:00	01/08/10 06:00:00	1	64603	177.00	12,215.00	0.00	320.00	0.00	5,040.41	181.00	6,850.59	6,849.59	1.00
01/07/10 06:00:00	01/07/10 06:00:00	2	64603	181.00	0.00	0.00	0.00	0.00	0.00	181.00	0.00	0.00	0.00
01/07/10 06:00:00	01/08/10 06:00:00	2	92701	27.00	11,986.00	0.00	960.00	0.00	4,630.81	20.00	6,402.19	6,404.19	-2.00
01/07/10 06:00:00	01/08/10 06:00:00	3	75883	166.00	19,080.00	0.00	320.00	0.00	10,626.53	111.00	8,188.47	8,186.47	2.00
01/07/10 06:00:00	01/08/10 06:00:00	4	64607	246.00	18,350.00	0.00	160.00	0.00	11,010.26	134.00	7,291.74	7,289.74	2.00
01/07/10 06:00:00	01/08/10 06:00:00	5	64608	95.00	20,078.00	0.00	1,120.00	0.00	10,335.21	214.00	8,503.79	8,482.79	21.00
01/07/10 06:00:00	01/08/10 06:00:00	6	64602	77.00	15,400.00	0.00	640.00	0.00	9,880.51	66.00	4,890.49	4,889.49	1.00

10.1.4 Form 41 Hotlink from Form 42

A link has been provided in the Form 42 to assist with balancing when variances are found.

Generate the Form 42 for the month required.

LICENSED PREMISES NAME: Black Stump Hotel Motel

GAMING MACHINE LICENSE NO.: 12345 DATE OF LAST CLEARANCE FOR MONTH: 01/08/10 06:00

1	2	3	4	5	6	7	8	9	10	11	12 (5+6) - (7+8+9+10+11)	13	14
COMMENCEMENT DATE/TIME	FINISH DATE/TIME	SITE MACHINE NUMBER	MACHINE IDENT. NUMBER	CLOSING HOPPER	CASH CLEARANCE	SHORT PAYS	HOPPER FILLS	HAND-PAID JACKPOT PAYOUTS	CANCELLED CREDITS	OPENING HOPPER	REPORTED WIN	METERED WIN	WIN VARIANCE
01/07/10 06:00:00	01/07/10 06:00:00	1	92701	20.00	0.00	0.00	0.00	0.00	0.00	20.00	0.00	0.00	0.00
01/07/10 06:00:00	01/08/10 06:00:00	1	64603	177.00	12,215.00	0.00	320.00	0.00	5,040.41	181.00	6,850.59	6,849.59	1.00
01/07/10 06:00:00	01/07/10 06:00:00	2	64603	181.00	0.00	0.00	0.00	0.00	0.00	181.00	0.00	0.00	0.00
01/07/10 06:00:00	01/08/10 06:00:00	2	92701	27.00	11,986.00	0.00	960.00	0.00	4,630.81	20.00	6,402.19	6,404.19	-2.00
01/07/10 06:00:00	01/08/10 06:00:00	3	75883	166.00	19,080.00	0.00	320.00	0.00	10,626.53	111.00	8,188.47	8,186.47	2.00
01/07/10 06:00:00	01/08/10 06:00:00	4	64607	246.00	18,350.00	0.00	160.00	0.00	11,010.26	134.00	7,291.74	7,289.74	2.00
01/07/10 06:00:00	01/08/10 06:00:00	5	64608	95.00	20,078.00	0.00	1,120.00	0.00	10,335.21	214.00	8,503.79	8,482.79	21.00
01/07/10 06:00:00	01/08/10 06:00:00	6	64602	77.00	15,400.00	0.00	640.00	0.00	9,880.51	66.00	4,890.49	4,889.49	1.00

Any win variance will show as in blue with an underline (see column 14). This is the total win variance for that machine for the whole month. To break this variance up and look at the machine over every day of the month, click on the underlined blue variance and the program will automatically switch to the corresponding Form 41.

To switch back to the current Form 42, close the Form 41.

10.1.5 Form 58 – Register of Gaming Machines – Licensee

The Form 58 will report current venue configuration at the time of printing. This report lists theoretical RTP for each EGM.

This report is to be filled out before an EGM is operating on venue and when the EGM is removed from the venue. The information within this report is accessible from the system except the LEASED FROM field. This is input by Maxgaming manually. Notify your Maxgaming Account Manager of any changes to your gaming venue or if you identify incorrect data in this report.

10.1.6 Form 61 - Monthly Variances Record

The Form 61 derives its information from the same place as the Form 41. The Accounts data input screen gives venues the ability to input actual amounts, and the system reports the metered information.

This form is available on a monthly basis only and is mainly for licensed club use.

10.1.6.1 Entering Accumulated Variances (clubs)

When generating a Form 61 you will be prompted to enter in the accumulated variances from the previous month's Form 61. These accumulated variances WILL NOT HOLD in Wildcat. You will need to re-enter the previous month's variances each time you wish to generate this report.

If just wishing to view this report for quick reference, leave the variances blank (when the report generates, variances will not show).

When the report is finalised and needs to be printed for final reference, locate the previous month's Form 61 and enter the Accumulated Variances. These will add to the current month and give an updated Accumulated Financial Year to Date Variance.

11 GLOSSARY OF MANUAL TERMS

Actual Data	The value entered by the venue into Wildcat.
Bank	A particular group of EGM's.
Casino Top	See Low Boy
Click/Double Click	Pressing the left button on a mouse once. Double-clicking is two clicks in quick succession
Dialogue Box	A box that appears after right clicking on an object or word, with options for that box or word.
Drag and Drop	Left clicking on an object/item and holding the button down as you move the item to the desired location.
Drop Down Box	A box with an arrow on the right hand side. When arrow is clicked, it shows a list of possible options to enter into the box.
DUCMS	Dial up Computer Monitoring System - a type of communications system for an EGM.
Edit	To change/modify details.
EGM	Electronic Gaming Machine - another name for a poker machine.
Events	Any incident regarding a machine or the system is recorded as an 'event'.
Fields	The blank box for text input.
Floor	The floor level on venue where EGM's are located.
Hi Boy	A tall EGM where artwork is located above the monitor.
Hopper Gross Weight	The weight of the hopper when holding coins (Hopper Tare plus Coins equals Gross)
Hopper Tare Weight	The weight of the hopper when empty.
Host	Maxgaming QLD.
Icon	A small symbol on your screen that once clicked or doubled clicked will take you to a program or section.
ID	Identification
IP Address	The unique number (identity) given to a computer on a network.
Jackpot Hit	A win on a jackpot pool/system/EGM
Low Boy	A shorter EGM where artwork is located below the monitor.
Loop	Optical fibre cabling that goes from the Site Controller through a loop of machines and back to the Site Controller.
Management PC	The computer running the Wildcat program.
Manufacturer	The company that produces the EGM hardware and software.
MaxBonus	A lucky machine draw functionality available through Wildcat.
Metered Data	The information/values given via the gaming machine.
Mouse	The device used to move your cursor around the screen.
MyCash	Maxgaming's Cashless Gaming System
MyTicket	Maxgaming's TiTo functionality – where a patron presses collect and a ticket prints for the credit value. This is redeemable at the cashier or via eCash Floor CRT.
Port	Socket
Position	The position/house number of the EGM.
Properties	The particular attributes associated with an item (ie: EGM, Jackpot etc).
Protocol	Can either be DUCMs or QCOM protocol.
QCOM	Queensland Communications. A type of communication protocol for an EGM.
OLGR	Office of Liquor Gaming and Racing.
RTP	Return to Player percentage.
Scroll Bar	Bars with arrows used to move screen in desired direction.
TiTo	Ticket In – Ticket Out. Maxgaming's version of TiTo is called MyTicket.
Venue	The venue/club/pub/hotel with an EGM setup.
Site Controller	The computer responsible for running the EGMs at a venue.
Slant Top	An EGM with a slanted screen, where a patron sits down at the EGM.
Toggle	To swap between screens or change order of a list.
Token	A coin denomination inserted into the machine which converts to credits.
Toolbars	A row of small icons or words located at the top of your screen.
User	Anyone who is set up to use the Wildcat system.
Win Variance	The difference between the overall metered revenue and the overall reported revenue.
Wizard	A series of windows which step you through a particular task.